

CONTRIBUTIONS OF DEMING:

1. Create and publish the Aims and Purposes of the organization.
2. Learn the New Philosophy.
3. Understand the purpose of Inspection.
4. Stop awarding business based on price alone.
5. Improve constantly and forever the System.
6. Institute Training.
7. Teach and Institute Leadership.
8. Drive out Fear, Create Trust and Create a climate for innovation.
9. Optimize the efforts of Teams, Groups and Staff areas
10. Eliminate exhortations for the Work force.
- 11a. Eliminate numerical quotas for the work force.
- 11b. Eliminate Management by objectives.
12. Remove Barriers that rob people of pride of workmanship.
13. Encourage Education and Self-improvement for everyone.
14. Take action to accomplish the transformation.

THE JURAN TRILOGY

Juran views quality as fitness for use.

Juran Trilogy is designed to reduce the cost of quality over time.

1. QUALITY PLANNING

- Ø Determine internal & external customers.
- Ø Their needs are discovered.
- Ø Develop product / service features.
- Ø Develop the processes able to produce the product / service features.
- Ø Transfer plans to operations.

2. QUALITY CONTROL

Control is used by operating forces to help meet the product, process and service requirements.

It consists of the following steps

1. Determine items to be controlled.
2. Set goals for the controls.
3. Measure actual performance.
4. Compare actual performance to goals.
5. Act on the difference.

3. QUALITY IMPROVEMENT

Aims to attain levels of performance that are higher than current levels.

It consists of the following steps

- Ø Establishment of quality council.
- Ø Identify the improvement projects.
- Ø Establish the project teams with a project leader.
- Ø Provide the team with the resources.

CONTRIBUTIONS OF CROSBY:

The Four absolutes of quality are

1. Quality is defined as conformance to requirements.
2. The system for causing Quality is prevention.
3. The performance standard must be zero defects.
4. The measurement of Quality is the Price of Nonconformance

Crosby's Fourteen Points:

1. Management Commitment
2. Quality Improvement Team
3. Quality Measurement
4. Cost of Quality Evaluation
5. Quality Awareness
6. Corrective Action
7. Establish an Ad Hoc Committee for the Zero Defects Program
8. Supervisor Training
9. Zero Defects Day
10. Goal Setting
11. Error Cause Removal
12. Recognition
13. Quality Councils
- Do It Over Again