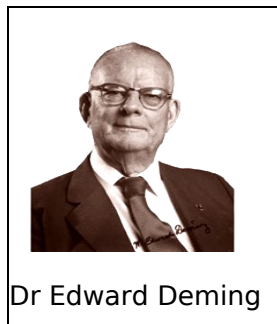


Quality Gurus

“Quality” and “Quality Control” were given attention in early 1950’s by Americans. As a result, management consultants focused their attention on this. However, this concept was introduced to Japan in late 1950’s and Japanese Management consultants developed this concept further. It spread in the Japanese factories. Finally, that was discussed by western management experts and they tended to follow the successful practices of quality control which was achieved by Japanese organizations.

As far as the evaluation of the quality control concepts is concerned there are few quality gurus whom cannot be forgotten.

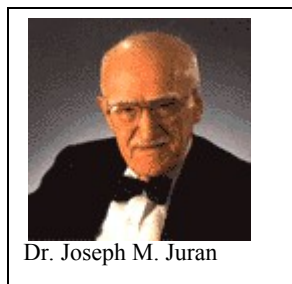
Initially Dr. Edward Deming introduced the quality concept and he told that, out of the problems in an organization 94% of problems were due to the quality issues. The 14 points which were presented by Deming is a print out of an organization. It shows the total picture of an organization.



Born	October 14, 1900, Sioux City, Iowa, USA
Died	December 20, 1993 (aged 93) Washington DC, USA
Fields	Statistician
Alma mater	University of Wyoming , University of Colorado , Yale University

PDCA concept which was developed by Deming is well known around the world and he was the pioneer who introduced quality to Japanese.

Then Dr. Joseph Juran introduced quality trilogy. Quality trilogy means quality planning, quality control and quality improvement. He told that these 3 steps are essential for a better management.



Born	December 24, 1904, Braila, Romania
Died	February 28, 2008 (aged 103) Rye, New York, U.S.
Occupation	Management consultant , quality guru

After the introduction of these concept to Japan by Deming and Juran, Dr Kauru Ishikawa developed 7 basic quality control tools. They are Check Sheet, Histogram, Pareto Analysis, Scatter Diagram, Process Control Chart, Stratification and Cause & Effect diagram. Cause and Effect diagram is also called as Ishikawa diagram or Fishbone diagram.



Dr Kauru Ishikawa

Born	July 13, 1915, Tokyo , Japan
Died	April 16, 1989 (aged 73)
Citizenship	Japan
Fields	quality , chemical engineering
Institutions	University of Tokyo , Musashi Institute of Technology
Alma mater	University of Tokyo
Known for	Ishikawa diagram , quality circle
Notable awards	Walter A. Shewhart Medal , Order of the Sacred Treasures

Later, total quality control concept was introduced by Dr. Armand Feignbaum. He mentioned that quality development, quality maintenance, and quality improvement are essential for customer satisfaction. So he stressed 3 points in order to increase the quality of a product or a service of an organization.

- They are
- quality leadership
 - New quality technology
 - Organizational commitment



Armand V feignbaum

Born	1922
Occupation	Engineer and Quality control
Bachelor's degree from Union College , and his master's degree and Ph.D. from Massachusetts Institute of Technology (MIT)	

Another quality guru is Genichi Taguchi. He stated that product design is very important rather than focusing all other factors



Dr Genichi Taguchi

Born	January 1, 1924, Tokamachi , Japan
Citizenship	Japan
Fields	Engineering, Statistics
Institutions	Aoyama Gakuin University
Alma mater	Kyushu University
Known for	Taguchi methods
Influences	Matosaburo Masuyama
Notable awards	Indigo Ribbon , Shewhart Medal

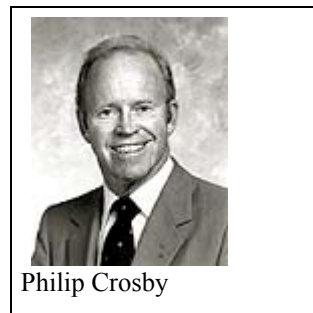
Shigeo Shingo is another quality guru who focused the attention on just in time. In addition, he stressed the importance of mistake proofing (Poka Yoke). He always mentioned that error should be examined frequently and rectify these error quickly. Products / Service with errors convert as defective items or service when they are presented to customers. So before presenting them to customer, mistake proofing is very important. He is a contributor in introducing Toyota Production System also.



Born	1909-1990, in Saga City, Japan
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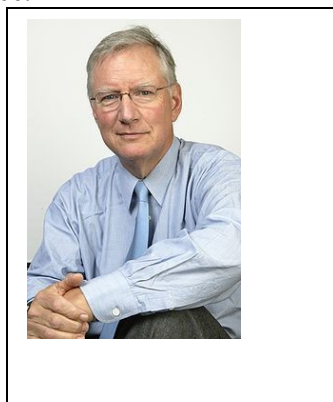
The western guru in quality is Philip B. Crosby. He told that quality is free. In addition he told that quality mean zero defects. So he explained quality as

- Quality is conformance to requirements
- The system of quality is prevention
- The performance standard is zero defect
- The measurement of quality is the price of non conformance



Born	Philip Bayard Crosby June 18, 1926 Wheeling, West Virginia, USA
Died	August 18, 2001 (aged 75) Winter Park, Florida, USA
Occupation	Quality Guru

Tom peter who is a another quality guru and he told that the core of quality is leadership. He used the word leadership rather than using the word management because leadership makes manager to walk and keep connection with customers, people and to make innovative approach. He believed that it is the path to excellence.



Born	November 7, 1942 (age 67) Baltimore, Maryland
Nationality	United States
Occupation	Author, Consultant

Another unforgettable guru in quality control is Dr. Wallter Shewhart. He introduced the Process Control Charts which is very important tool in quality control. Control Charts are used to observe and maintain the accuracy of a process of a product or service.



Dr. Walter A Shewhart

Born	March 18, 1891, New Canton, Illinois
Died	March 11, 1967
Fields	Physics, Engineering, Statistics
Institutions	Western Electric University of Illinois, University of California, Berkeley

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