

# IL-NET

CIL-NET · SILC-NET

## Quality Beyond Compliance: Taking Charge of Your CL's True Potential

Opening Introduction

March 18, 2014

9:00 a.m. – 9:30 a.m.

*Presenter:*

Richard Petty

# A Short History of Quality Management

- W. Edwards Deming led the Japanese quality revolution.
- Japanese began to heed his advice on statistical process control (SPC) and problem-solving techniques in 1950.
- But 30 years passed before American businesses began to respond.
- By the 80s American industry was in trouble and Deming's message to managers was blunt:

*The basic cause of sickness in American industry and resulting unemployment is failure of top management to manage.*

# A Short History of Quality Management, cont'd.

- Joseph M. Juran
- Impact on Japanese quality was second only to Deming's
- Defined quality as "fitness for use" – the users of a product or service should be able to count on it for what they needed or wanted to do with it.

# A Short History of Quality Management, cont'd. 2

- Philip B. Crosby
- Popularized the zero defects movement
- The key to quality improvement was changing top management's thinking
- Management must establish a higher standard of performance and communicate it thoroughly to all levels of the company
- "Zero defects" was a management standard and not simply a motivational program for employees

# Quality Discussion

Quality features of a product

- Quality in Services

# Hallmarks and Features of High-Quality Community-Based Services\*

- Hallmark One: High Quality Services Meet the Service Needs of the Persons Served
- Hallmark Two: High-Quality Services Are Based on Sound Theories and Practices
- Hallmark Three: High-Quality Services Are Administered Competently and Efficiently
- Hallmark Four: High-Quality Services Support Integration and Inclusion
- Hallmark Five: High-Quality Services Acknowledge and Support Diversity

\* A 2005 ILRU Paper by M. Kendrick, L. Bezanson, R. Petty, and D. Jones

# For more information

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