Quality Beyond Compliance: Taking Charge of Your CIL’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

Contact:

Richard Petty - richard.petty@bcm.edu
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