

Joseph M. Juran Center for Leadership in Quality

60th Annual ASQ Celebration

Quote From Dr. Juran

“This will be a place where leaders engage with scholars to shape critical questions, where new knowledge is developed, translated, and disseminated, and, above all, where Quality scholars are trained. It is my hope that generations from now, historians will note that we helped create the ‘Century of Quality.’”

J.M. Juran

Our Mission

To discover and disseminate knowledge to help leaders develop a Permanent Quality Advantage, defined as long-term customer preference and ongoing process excellence

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Where Have We Been?

History of Quality

- Prior to 1900s, Craftsmanship & Inspection
- Early 1900s, Frederick Taylor introduces the “Scientific Method”
- Henry Ford introduces assembly line
- 1924 – Shewhart creates the control chart
- WWII – Quality Control widely applied
- Late 1940s, ASQC formed, but demand far exceeds supply for most products
- 1951, Juran publishes first *Quality Control Handbook*

History of Quality

- 1960s, reliability methods introduced
- 1964, Juran's *Managerial Breakthrough*
- Feigenbaum publishes *Total Quality Control*
- 1970s, quality circles, seven simple tools,...
- 1979, Joseph Juran creates Juran Institute
- 1980s, fascination with Japanese quality methods, copying of TQC
- 1981, NBC broadcasts *If Japan Can, Why Can't We?*

History of Quality

- Motorola creates Six Sigma Quality
- 1987, ISO 9000 series of standards first published
- 1987, *BusinessWeek* publishes cover story on quality, highest sales ever for an issue of *BusinessWeek*
- National Demonstration Project for Quality Improvement in Healthcare launched
- Deming's books *Quality, Productivity, and Competitive Position* and *Out of the Crisis* become widely read

History of Quality

- Juran on Quality Improvement tapes used by over 3,500 companies
- Magazines and newspapers publish numerous articles about quality methods
- Robust design (“Taguchi Methods”) becomes popular
- Juran’s “Trilogy” becomes widely used
- Goldratt’s book, *The Goal*, introduces the theory of constraints (“bottlenecks”)

History of Quality

- 1988, first Malcolm Baldrige National Quality Award
- 1990, Womack's, Jones' and Roos' book, *The Machine that Changed the World* introduces the Toyota Production System.
- 1990, Peter Senge's, *The Fifth Discipline*, introduces systems thinking to many
- 1990, *Curing Health Care* published
- 1990s, widespread introduction of Six Sigma by GE, AlliedSignal, and many others

History of Quality

- 1990, Institute for Healthcare Improvement created
- Late 1990s, Companies start to combine lean thinking and Six Sigma
- *1996, Lean Thinking* follows (Jones & Womack)
- Early 2000s, ISO 9000-2000 introduced
- Six Sigma expands rapidly into service companies, “Pursuing Perfection” brings concepts into healthcare
- Now, quality becoming “business excellence”
- Future - ?

What Have We Learned?

Flavor of the Month?

?

Lean Six Sigma

Six Sigma Quality

Lean Manufacturing

ISO 9000:2000

Supply Chain Management

Total Productive Maintenance

Malcolm Baldrige National Quality Award

Theory of Constraints

Reengineering

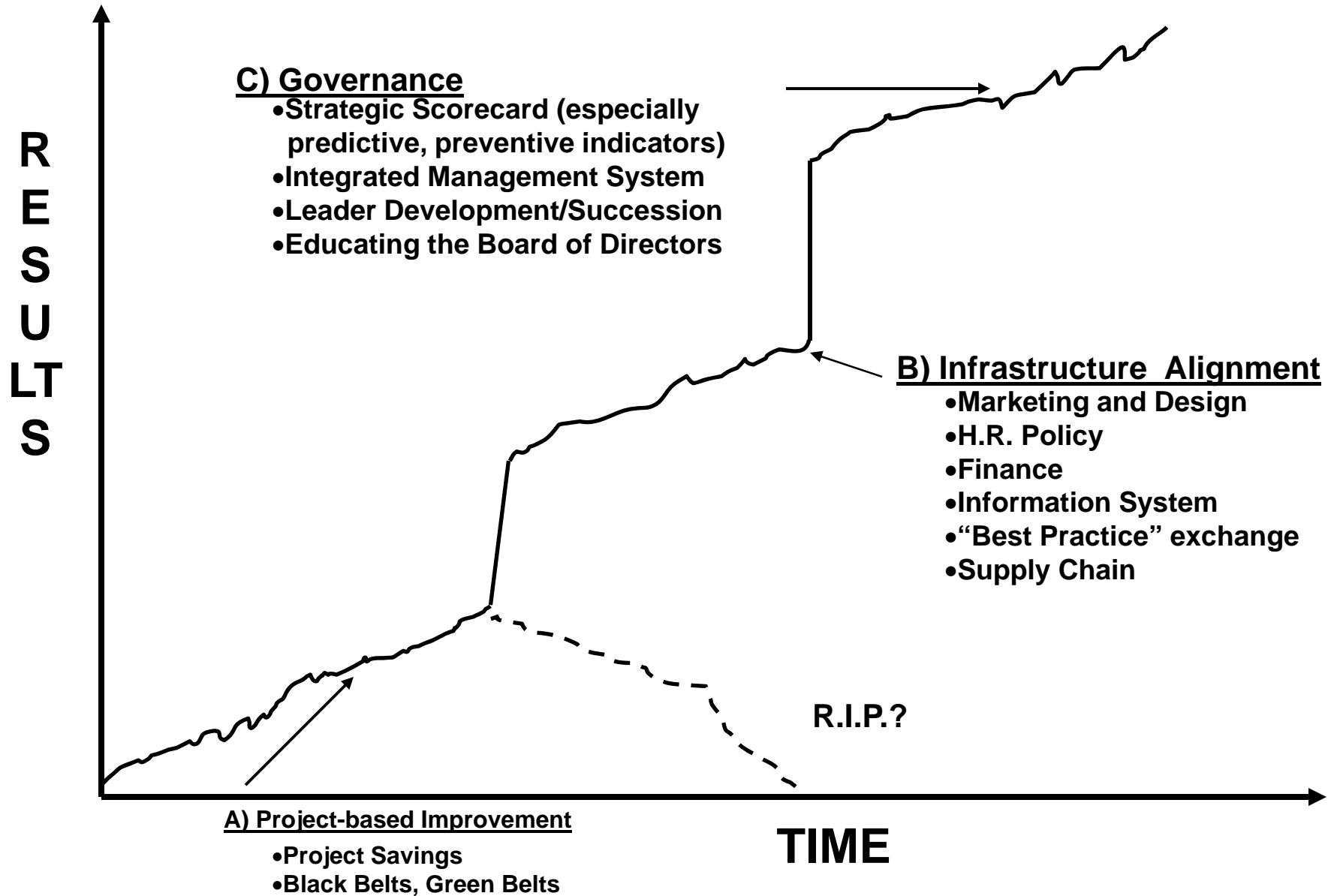
Continuous Improvement/Kaizen

ISO 9000 Standards

Quality Circles

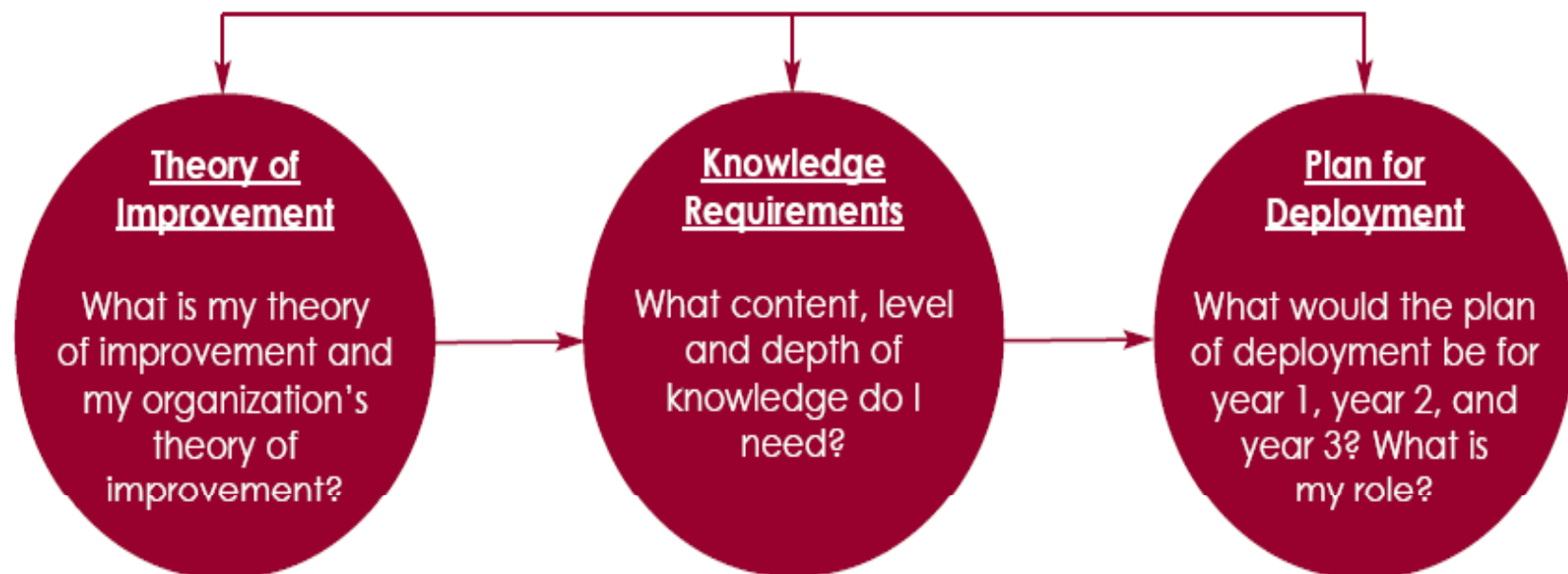
Statistical Quality Control

THE PATH TO GREATNESS



Where Next?

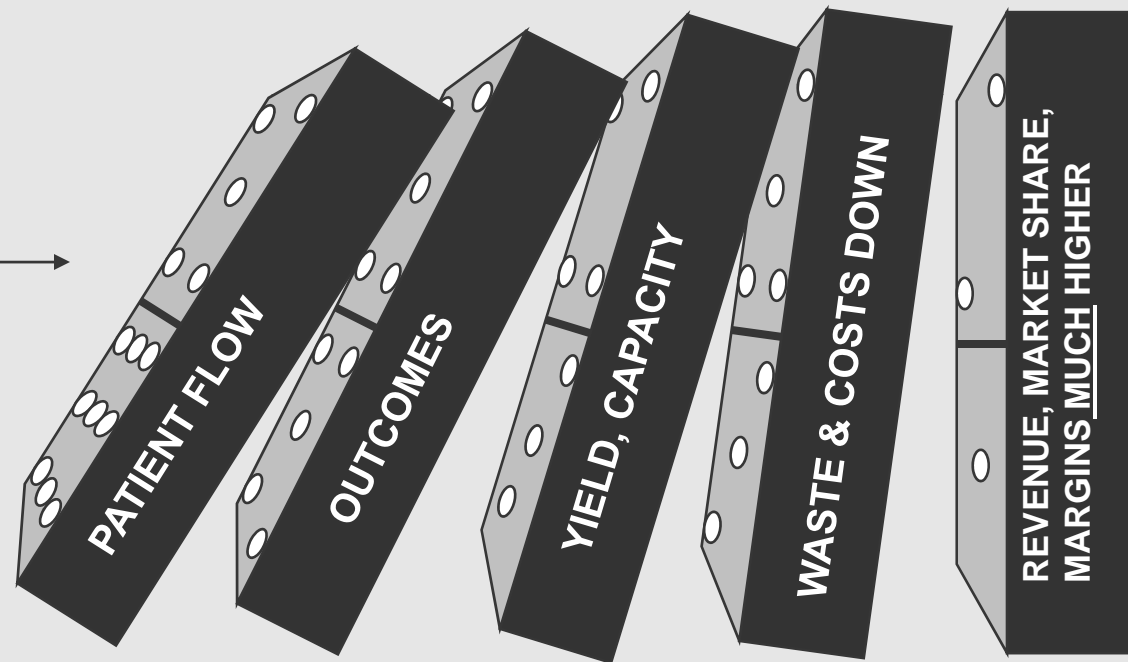
What is my personal leadership role?



Park Nicollet

Theory of Causation (and measurement) Park Nicollet
Production System

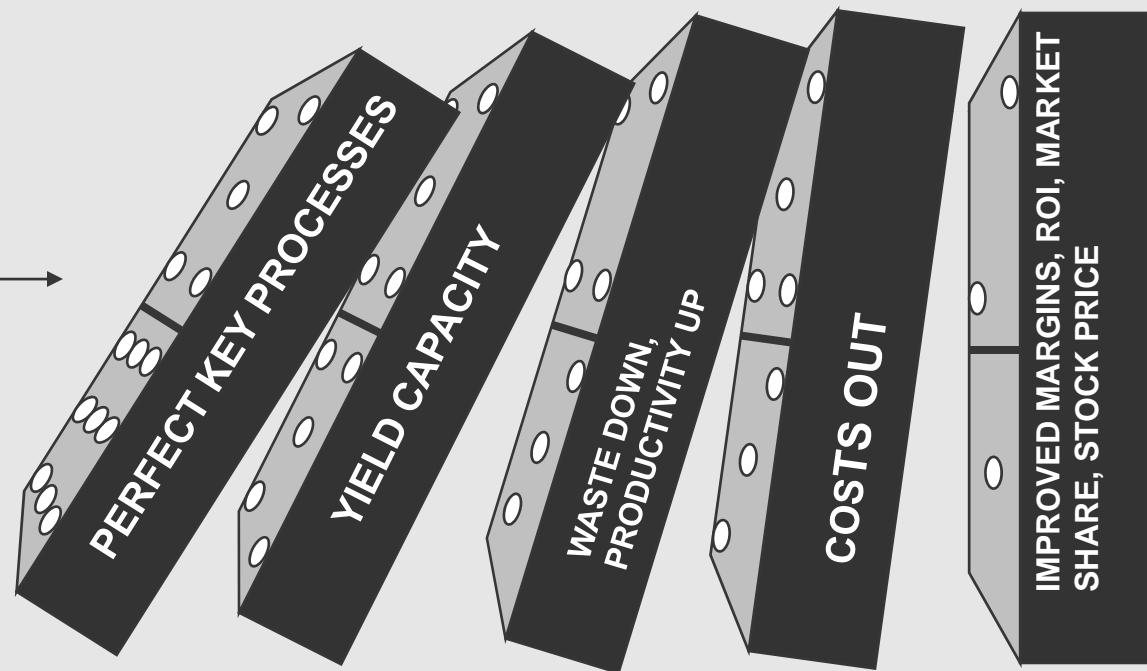
Patient Wait
Time



Alcoa

Theory of Causation (and measurement)

Pursuing Perfect
Safety



Pursuit of Perfection

- Toyota
- Alcoa
- Milliken
- galvinelectricity.org
- Park Nicollet
- Mayo
- Hutchinson Technology

What Will the Center Do?

- Stimulate Scholarship
- Build Leader Knowledge
- Encourage Societal Breakthroughs
- Intellectual Foundation for a “Century of Quality”

What Will All of Us In ASQ Do?

- Hint: Navy Chiefs and Marine Sergeants

Thank You!

Jim Buckman, Co-Director
Joseph M. Juran Center for Leadership in Quality

612-626-7113

jbuckman@csom.umn.edu