



IE407 Total Quality Management

Lecture 02



Instructor: Dr. Ali Ahmad

Reminder: SA grade

- ▶ SA grade will be determined by the attendance system
- ▶ More than 8 absents will automatically lead to SA grade
- ▶ Please be careful about your attendance in lectures

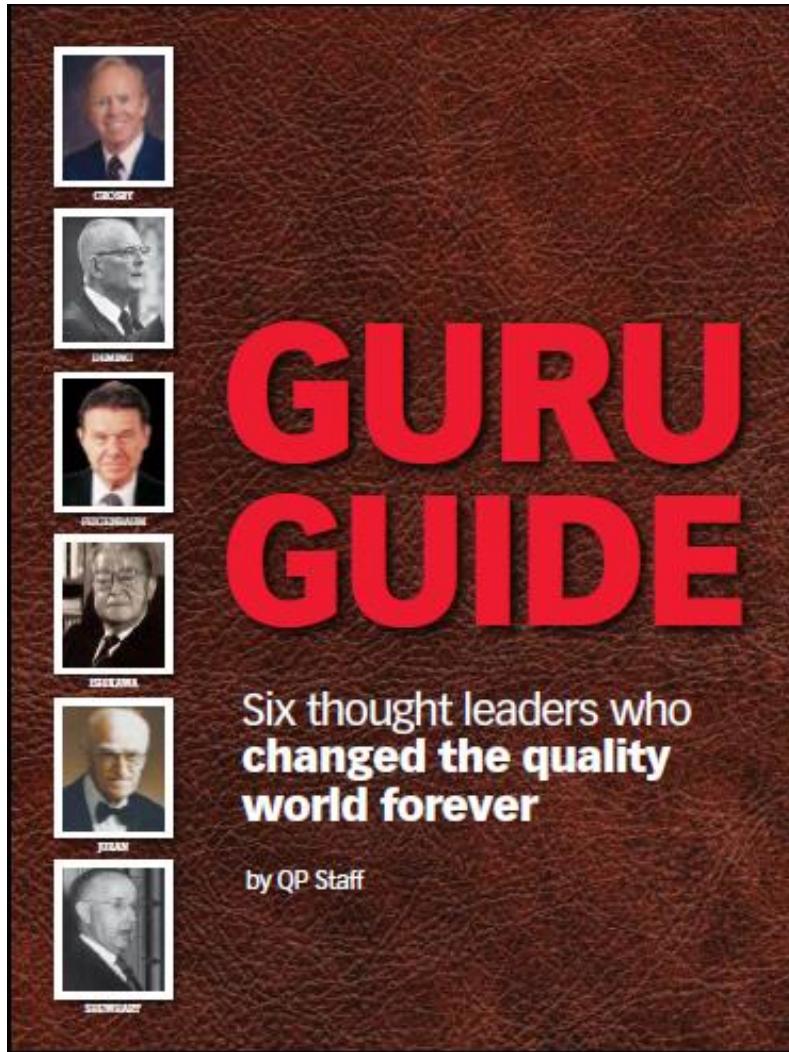


Quality Gurus

- ❖ A number of persons are acknowledged as quality gurus because of their contributions in development of quality philosophy and related concepts
- ❖ Read about these gurus in a paper “ASQ: Guru Guide” that is available in LMS
- ❖ Also see next slide



Quality Gurus



- ❖ Quality Progress Staff. 2010. Guru Guide. *Quality Progress*, November 2010, P 14-21. (Available on LMS)

- ▶ Gurus (in alphabetic order)
 - ❖ Philip B. Crosby
 - ❖ W. Edwards Deming
 - ❖ Armand V. Feigenbaum
 - ❖ Kaoru Ishikawa
 - ❖ Joseph M. Juran
 - ❖ Walter A. Shewhart

What is Quality?

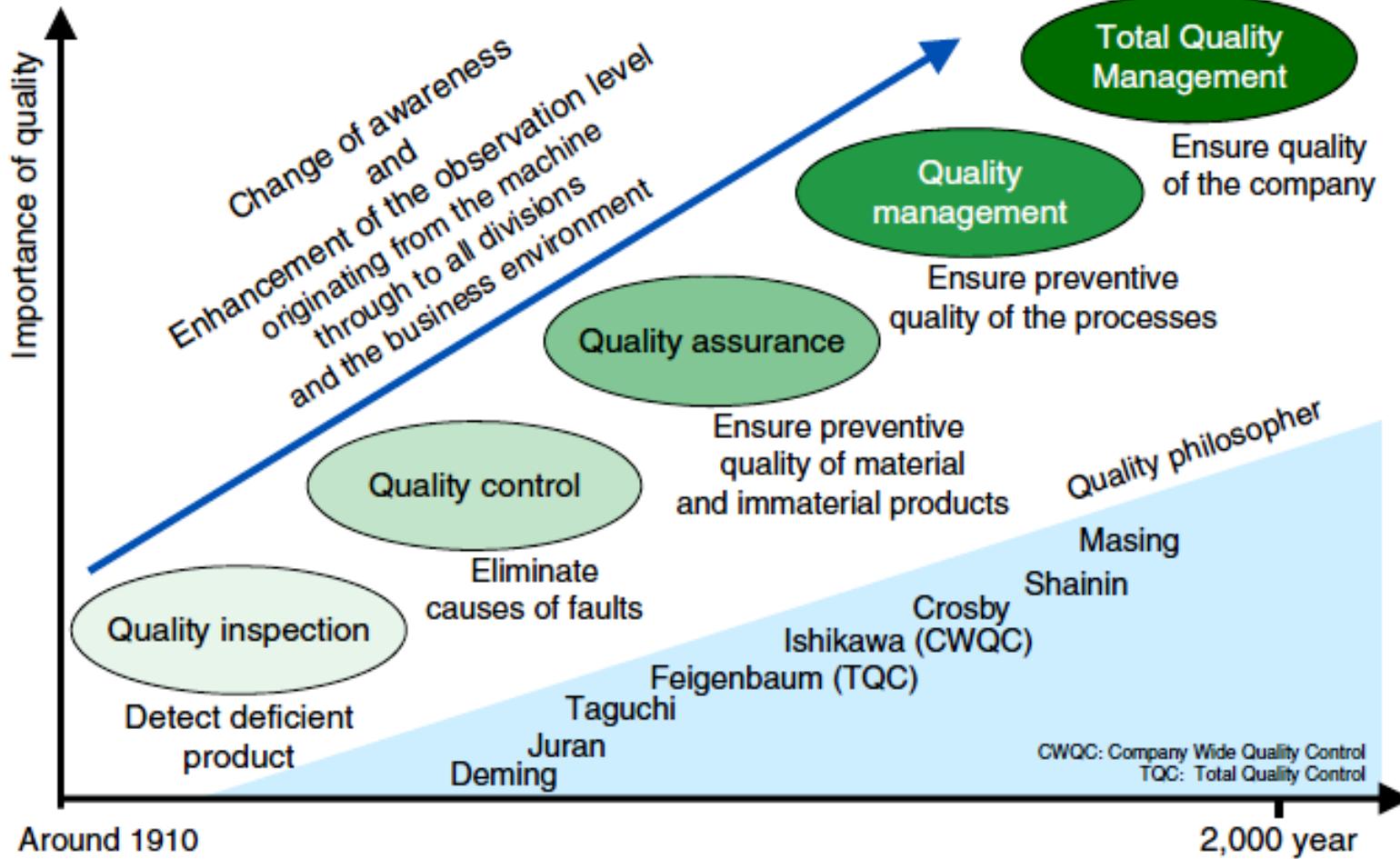


- ❖ What is Quality?
- ❖ Learn how each of eight well-known gurus answers this question
- ▶ By R.W. Hoyer and Brooke B.Y. Hoyer

- ❖ This paper is available in LMS
- ▶ The content of this paper shows that there is no universally agreed upon definition of quality!



Evolution of Concepts in Quality Management (Source: Weckenmann *et al*)



References

- ▶ Besterfield, Dale H. and others. 2019. *Total Quality Management*, 5th edition. Pearson India
- ▶ Albert Weckenmann, Goekhan Akkasoglu, Teresa Werner. 2015. "Quality management – history and trends". *The TQM Journal*, Vol. 27 Issue: 3, pp.281-293.



Reminders

- ▶ Watch video “If Japan can Why Can’t We?” on Youtube
- ▶ Read “Quality Management Principles” by ISO
 - ▶ Available in LMS
- ▶ Read “Guru Guide” paper
 - ▶ Available in LMS
- ▶ Read “What is Quality?” paper
 - ▶ Available in LMS
- ▶ Review lectures 1 and 2 before lecture 3

