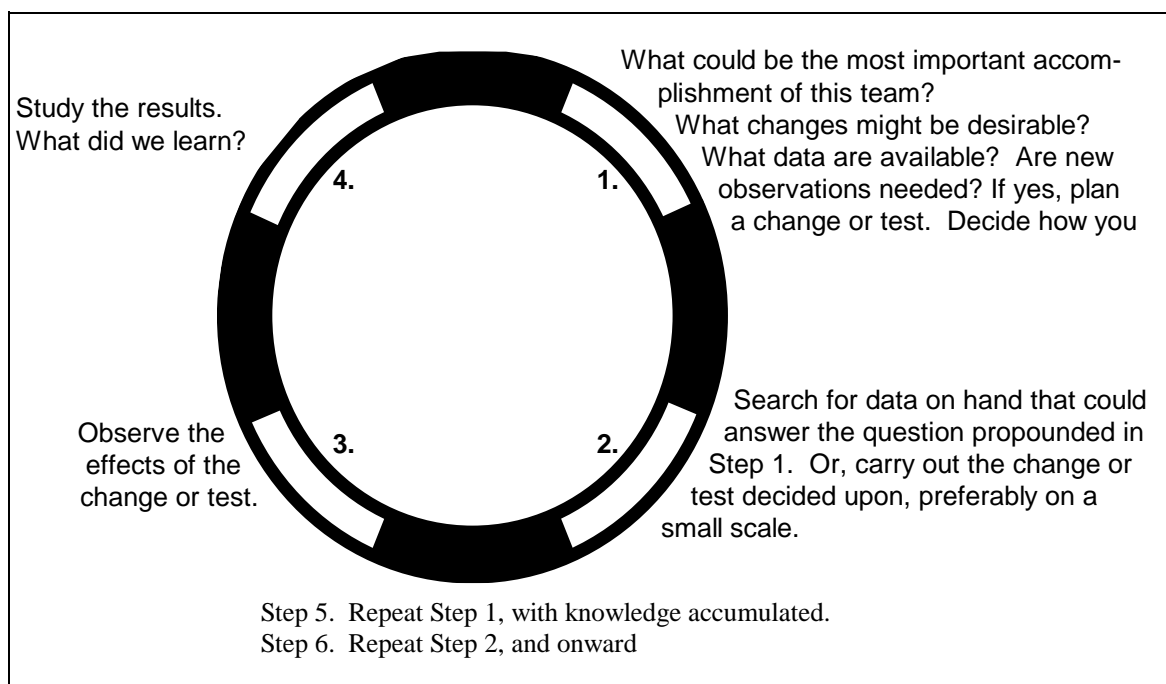


# Demings 14 Points

- ☐ Create Constancy of Purpose for the Improvement of Product and Service
  - Innovation,
  - put resources into research and education,
  - continuous improvement of product and service.
  - Invest in the maintenance of equipment, furniture and fixtures, and in new adis to production in the office and in the classroom
- ☐ Adopt the new philosophy
- ☐ Cease dependence on Mass inspection
- ☐ End the practice of Awarding Business on Price Tag Alone
- ☐ Improve constantly and forever the system of production and service
- ☐ Institute Training and Retraining
- ☐ Institute Leadership
- ☐ Drive out fear
- ☐ Break down Barriers between staff areas
- ☐ Eliminate slogans, exhortations, and targets for the students
- ☐ Eliminate numerical quotas
- ☐ Remove barriers to pride of workmanship
- ☐ Institute a vigorous program of education and retraining
- ☐ Take action to accomplish the Transformation

## The Shewhart Cycle



Source: Deming, *Out of the Crisis*