

CONSTANCY OF PURPOSE

**INSTITUTE TRAINING
ON THE JOB**

BUILD LONG-TERM

Relationship of Loyalty and Trust

**AWAKEN TO
THE CHALLENGE
EDUCATION**

**BUILD QUALITY
INTO THE PRODUCT**

FEAR *Fashioned Using*

IMPROVE CONSTANTLY AND FOREVER

DEMING
QUALITY PRINCIPLES

**BREAK DOWN BARRIERS
WORK AS A TEAM**

DRIVE OUT



W. EDWARDS DEMING
FATHER OF QUALITY / 1900-1993

SYSTEMS THINKING

PRIDE OF
Workmanship
THE TRANSFORMATION
IS EVERYBODY'S JOB
PSYCHOLOGY



INSTITUTE LEADERSHIP

KNOWLEDGE OF VARIATION

SYSTEM OF PROFOUND KNOWLEDGE

**IMPROVE QUALITY AND PRODUCTIVITY
AND THUS CONSTANTLY DECREASE COSTS**

“ We must practice the points of intrinsic motivation,
dignity, respectation, certainty, job-in-being,
and people are done with. ”

APPRECIATION



FOR A SYSTEM



ELIMINATE
BLOODS, EXERCISES, AND TARGETS
FOR THE WORKFORCE
SUBSTITUTE LEADERSHIP

**CONNECT WITH
DEMING**

VISIT US ONLINE: DEMING.ORG

EMAIL: STAFF@DEMING.ORG

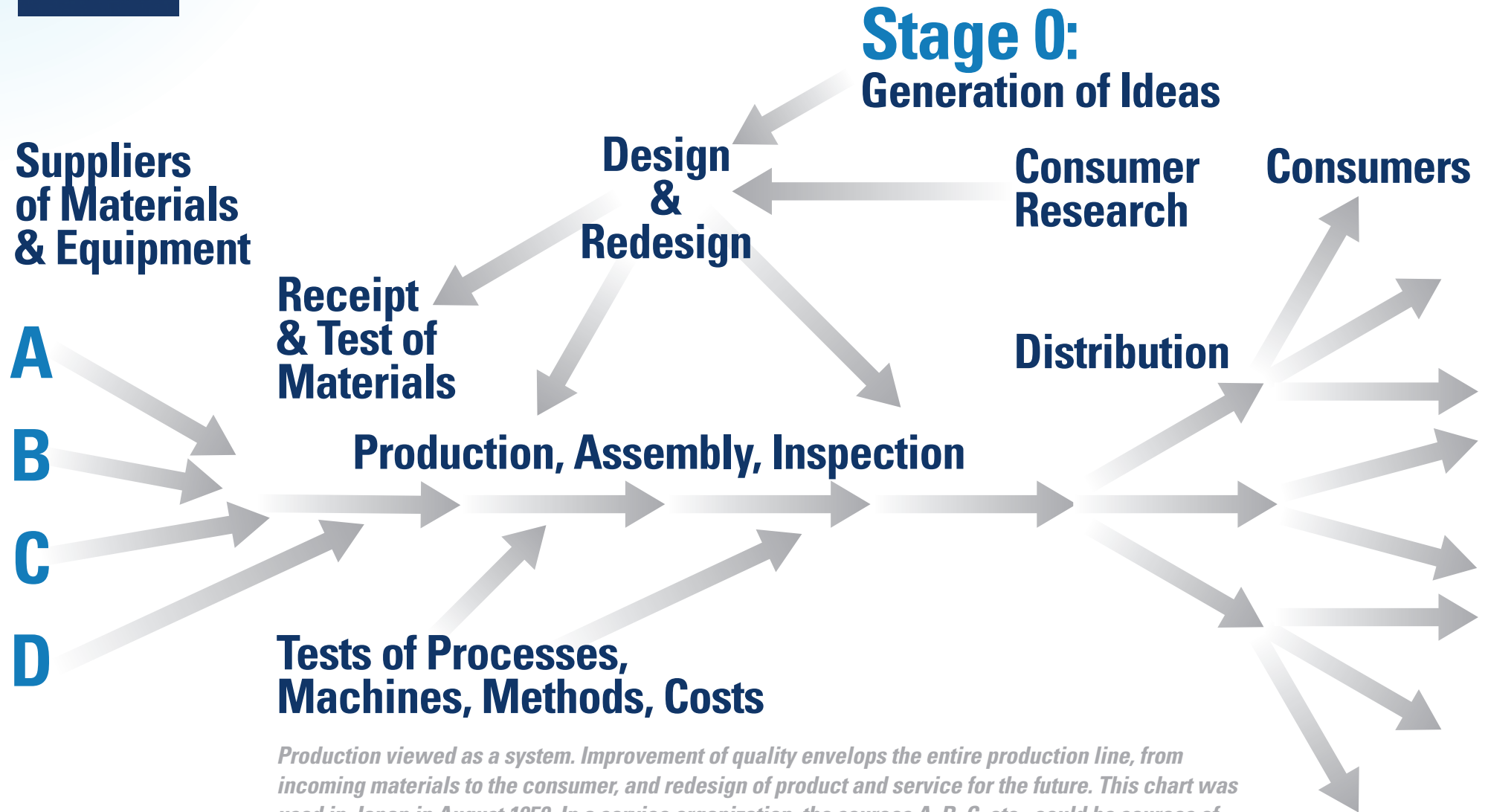
W. Edwards Deming (October 14, 1900 – December 20, 1993) was an American statistician, professor, author, lecturer, and consultant. He is perhaps best known for his work in Japan, where from 1950 onward he taught top management how to improve design (and thus control product quality, testing, and reduce the cost) through global markets through various methods, including the application of statistical methods.

Deming made a significant contribution to Japan's later reputation for innovative high quality products and its economic power. He is regarded as having had more impact upon Japanese manufacturing and business than any other individual not of Japanese heritage. Deming being considered something of a hero in Japan, he was only just beginning to gain widespread recognition in the U.S. at the time of his death. President Reagan awarded the National Medal of Technology to Deming in 1987. He received in 1988 the Distinguished Career in Science award from the National Academy of Sciences.

The Deming Chain Reaction



Production Viewed As a System



Production viewed as a system. Improvement of quality envelops the entire production line, from incoming materials to the consumer, and redesign of product and service for the future. This chart was used in Japan in August 1950. In a service organization, the sources A, B, C, etc., could be sources of data, or work from preceding operations, such as charges (as in a department store), calculation of charges, deposits, withdrawals, inventories in and out, transcriptions, shipping orders, and the like.

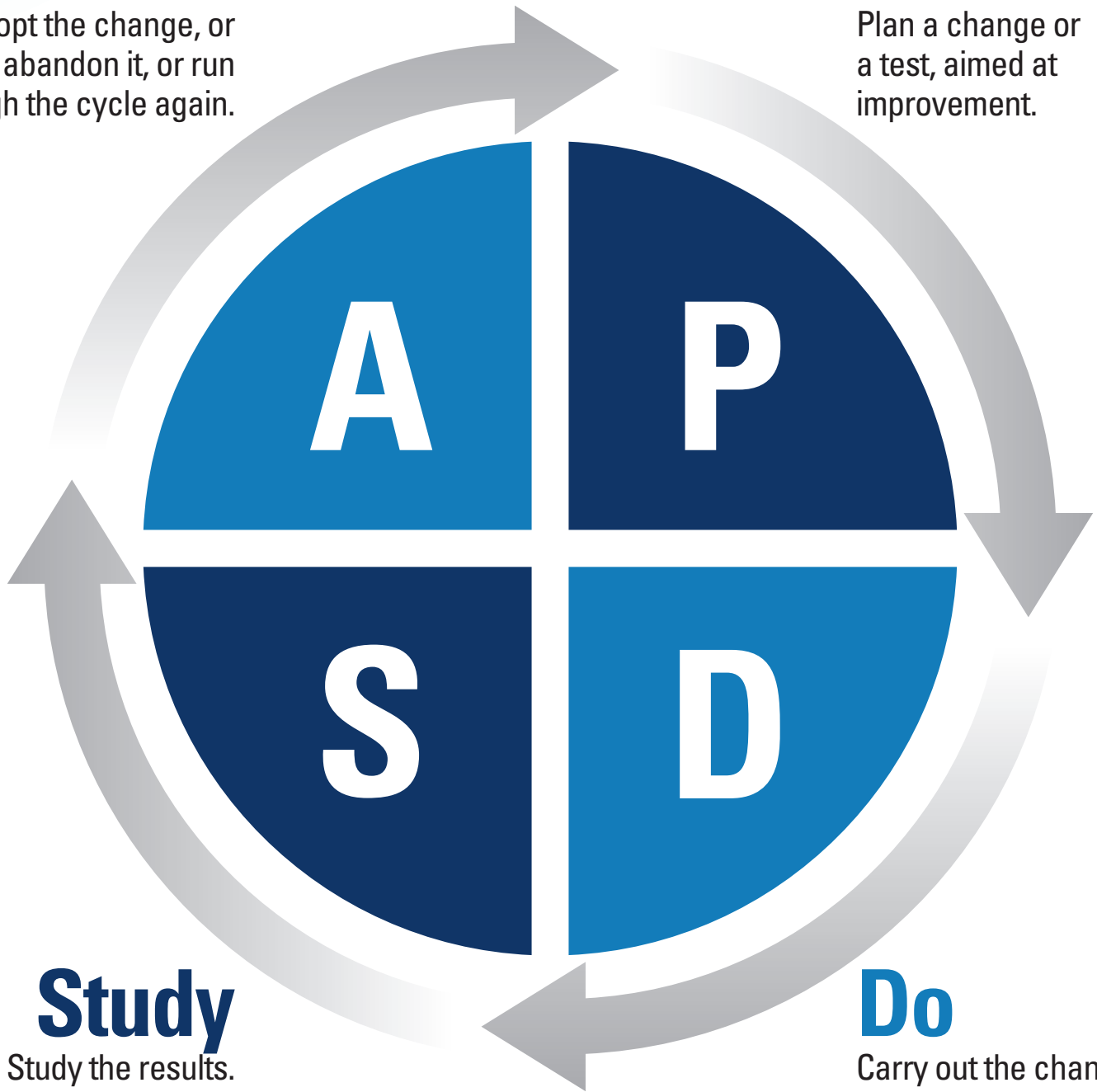
The PDSA Cycle

Act

Adopt the change, or abandon it, or run through the cycle again.

Plan

Plan a change or a test, aimed at improvement.



Study

Study the results.
What did we learn?
What went wrong?

Do

Carry out the change or the test (preferably on a small scale).

A flow diagram for learning and for improvement of a product or a process.

The Deming System of Profound Knowledge[®]

Appreciation for a System

How to lead and optimize a system – not destroy it!
Joy in Work. Respect.

Understanding Variation

Conclusions we can/cannot make from data and observations. Actions to take.

The System of Profound Knowledge

Theory of Knowledge

Is what we “know” really so?
Learning – Improvement
– Rational Thinking.

Psychology

How humans react and interact. Beliefs – Behaviors
– Consequences.