

“The New Quality Culture” and What’s Wrong With Yours?

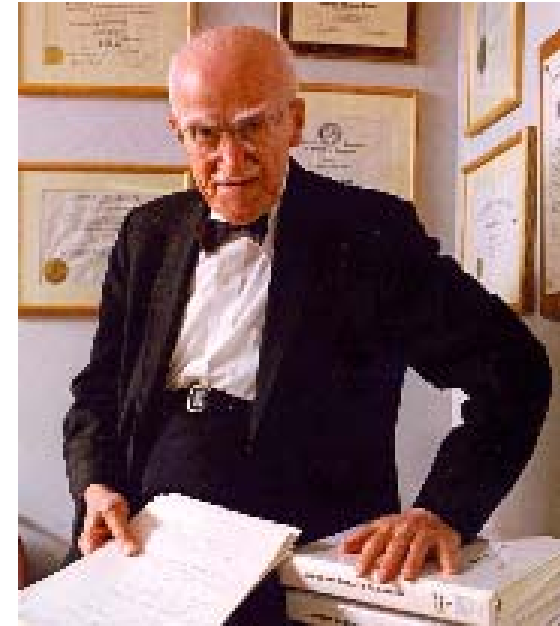
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Presented by Joseph A. DeFeo, President Juran Institute

For Over 25 Years, Juran Institute Has Helped Organizations Improve Quality And Business Performance

- Founded in 1979 by Dr. Joseph M. Juran – one of the vital few contributors to the Quality Revolution and Six Sigma
- The first client was Motorola
- Over 50 years of documentation and experience prior to 1979
- Leading source worldwide for research, consulting, and education in managing for quality to achieve superior business results
- Juran's Quality Handbook is the global standard and reference
- We are in the business of quality and performance improvement



“All improvement takes place project by project ... and in no other way.”

Dr. Joseph M. Juran

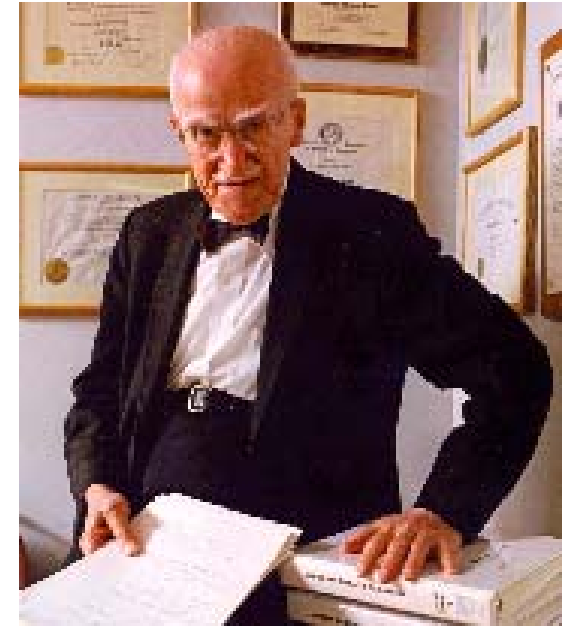


WHO ARE WE?

“All improvement takes place project by project ... and in no other way.”

Dr. Joseph M. Juran

**“He Created the Pareto Principle
and
The Universal Sequence for
Breakthrough
and Juran Institute”**



*“Celebrating his 101ST
Year - 2005 ”*

Dr. Joseph M. Juran



WHAT IS A QUALITY CULTURE?

A Quality Culture is the organizational capabilities, its habits and beliefs, that enable it to design and deliver products and services that can meet customer needs and be successful in the market place over the long term.



WHAT'S WRONG WITH YOUR CURRENT CULTURE?



WHAT'S WRONG WITH YOUR CULTURE?

- Still a lot of silos – not working across functions
- Management abdicating quality
- Executives seem to have forgotten customers
- Not sure what to do about quality
- Conflicting strategies – low cost and customer satisfaction
- Growth strategies with little means to achieve them
- Poor alignment of goals to strategies
- Focusing on cost reduction vs. quality improvement
- Poor planning capabilities
- Poorly known or controlled processes
- Not monitoring fast paced macro-social or economic events that can impact future success
- Not tying performance to satisfying customers
- No internal capabilities to make organizations effective
- No tie in of daily work to strategies....



***SO WHAT?
WHY DOES IT
MATTER?***



SO WHAT?

- Quality failures are on the increase...pharmaceutical, automotive, aerospace, health care – how about your enterprise?
- A generation of employees that may be losing its ability to compete
- Long term success of Enterprises in jeopardy
- Baby boomers, that grew up on quality, will retire and create a vacuum of jobs and lesser skilled (in quality) employees will replace them – 15million of them
- We worry about India but they are not the answer, Their current graduation rates will provide only 2% of the I.T. positions in the US
- Not training new employees in the tools and techniques for managing quality – only tools to reduce costs –“fad for fad” versus what is really needed
- Management not willing to refocus energy and capabilities to create a quality culture until a crisis hits
- Your job may become extinct
- Today's QC/QA functions are diminishing!



WHAT SHOULD THE NEW CULTURE LOOK LIKE?



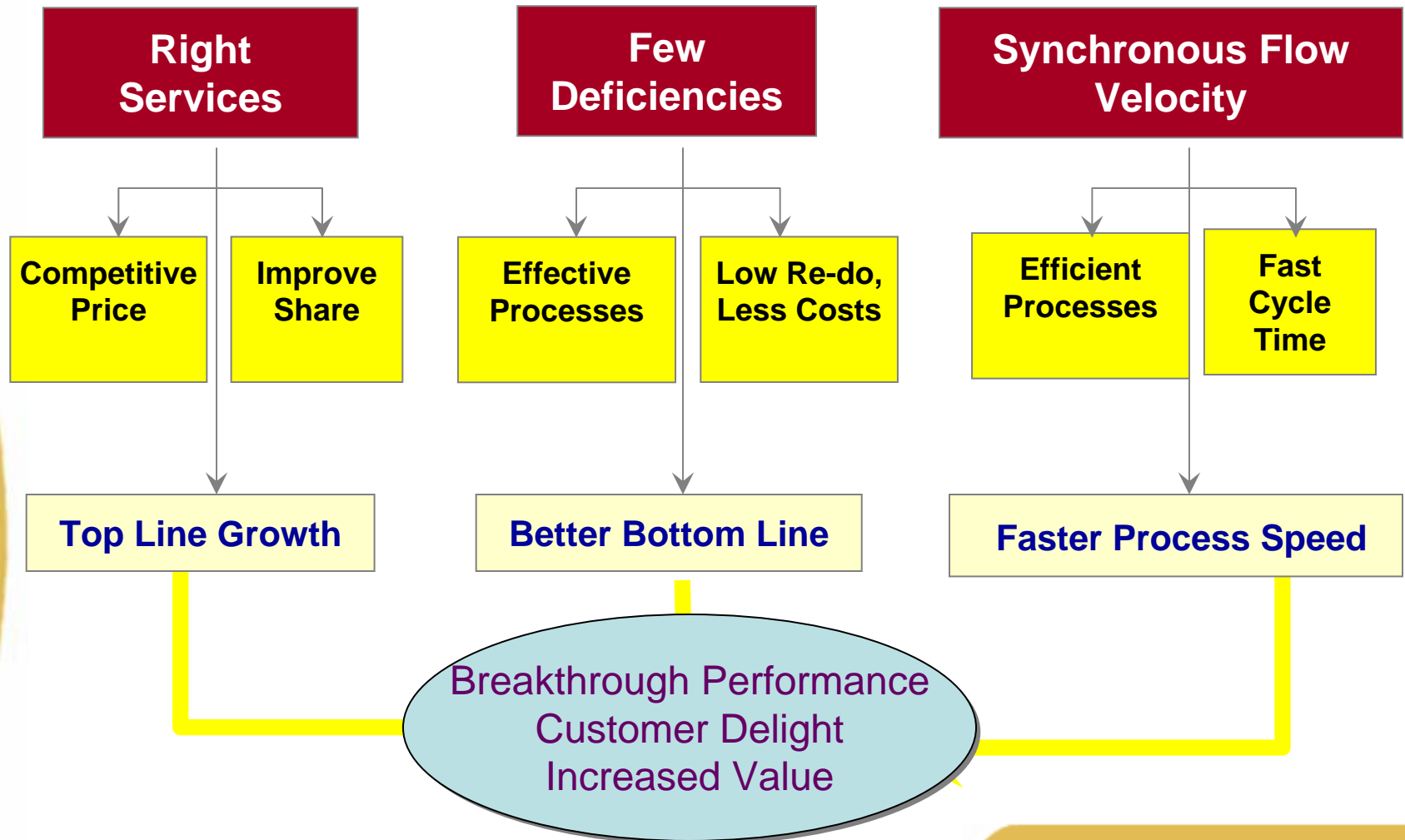
WHAT SHOULD THE NEW CULTURE LOOK LIKE?

1. Moving from cost based quality to a value based quality
2. Relentless pursuit of process efficiency and effectiveness
3. Better understanding of the Universal of Managing for Quality to better integrate Six Sigma-like programs
4. Process optimization through multi-functional improvements
5. Enterprise-wide Assurance Systems to maintain daily control.
6. Expanding the "Q.A. function" to include Sarbanes Oxley Audits as part of the Enterprise Assurance System
7. Bi-lingual employees – they know finance and quality
8. Multi-tasking employees trained in quality assurance and control, not just improvement
9. Annual and Bi-annual renewal of programs aimed at performance improvement to avoid Six Sigma surges and collapses.
10. What do you think?



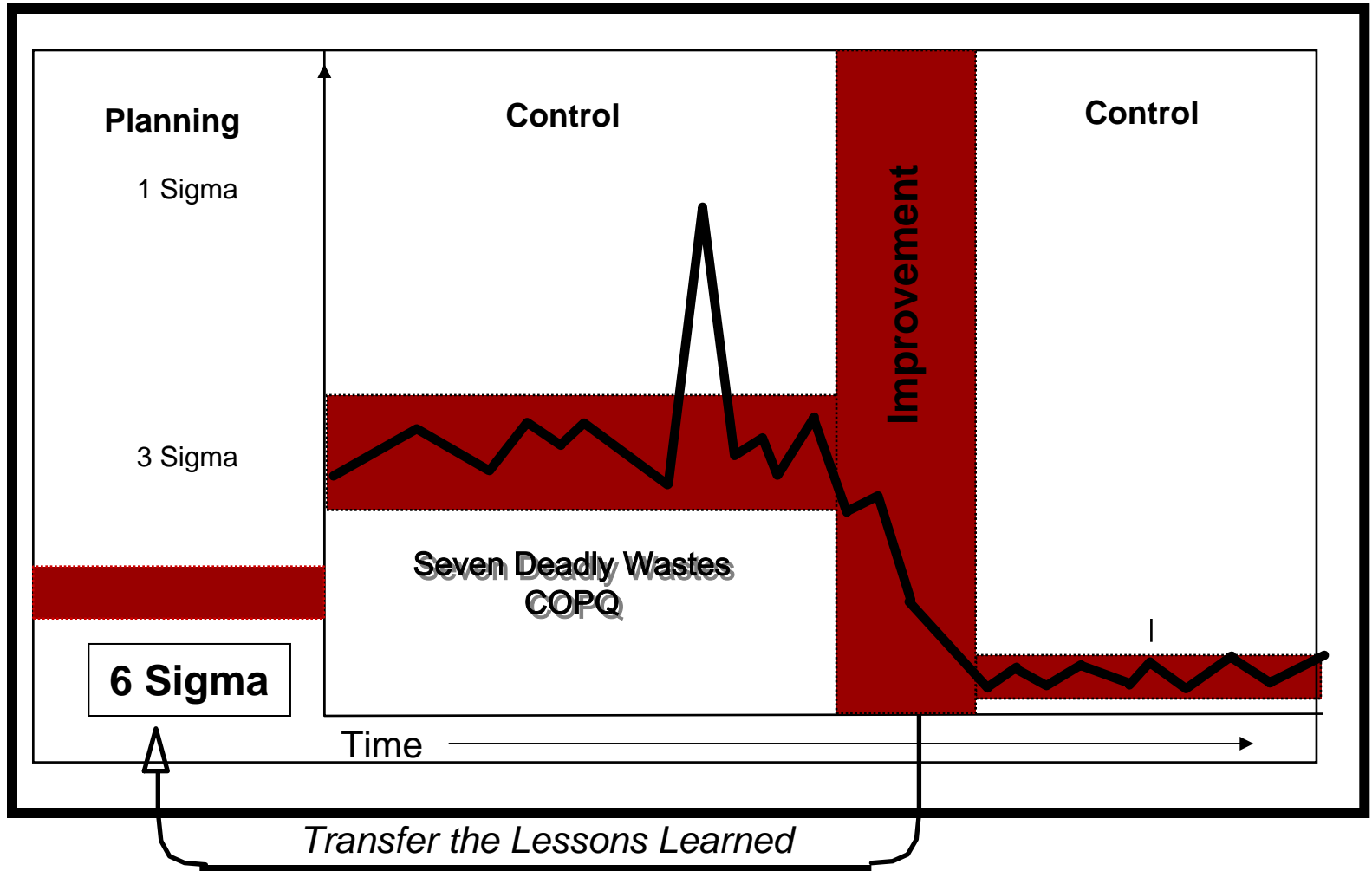
BEING MULTI-LINGUAL

Design Q + SS Improvement + Lean Enterprise

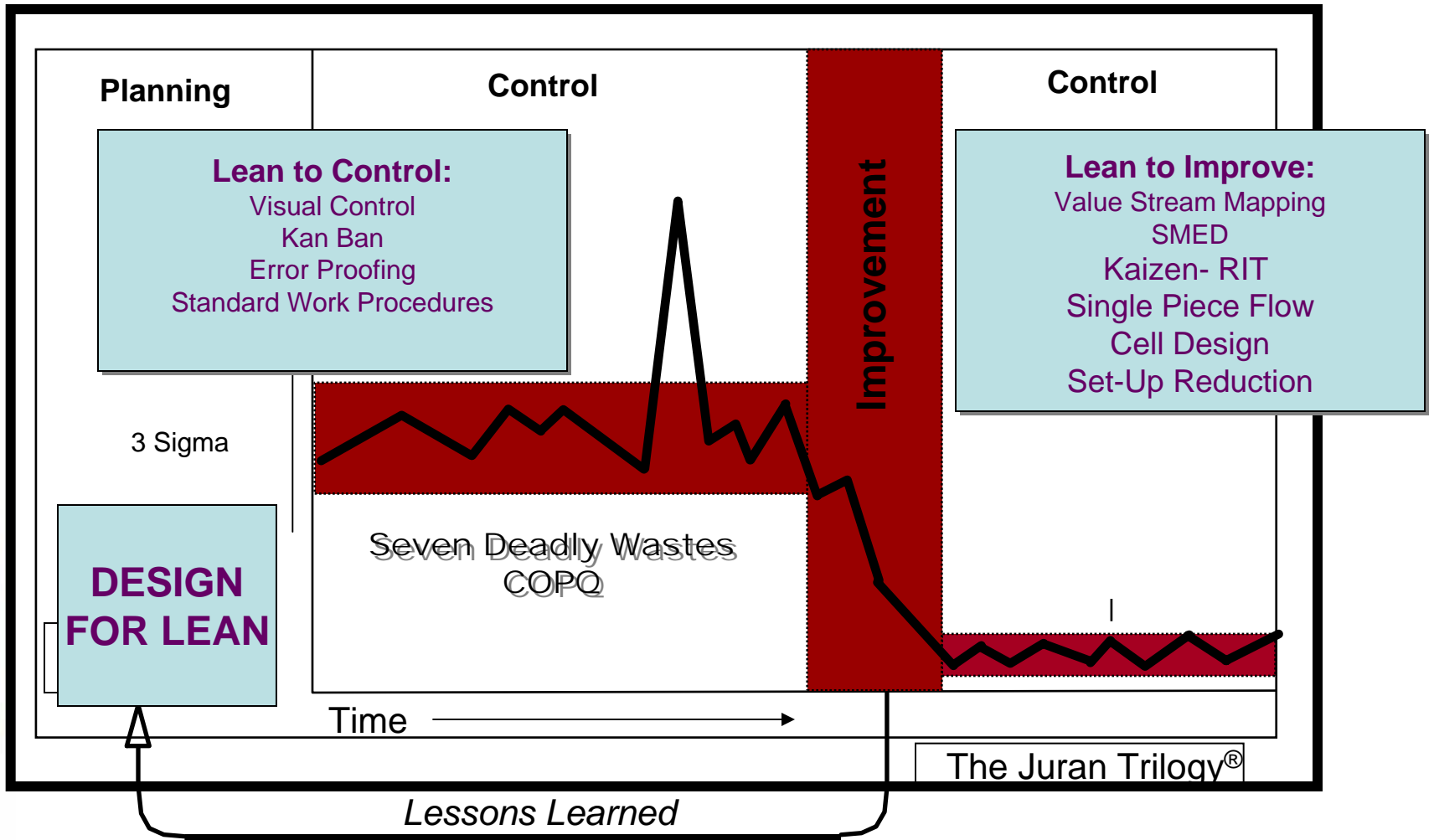


ENTERPRISE ASSURANCE

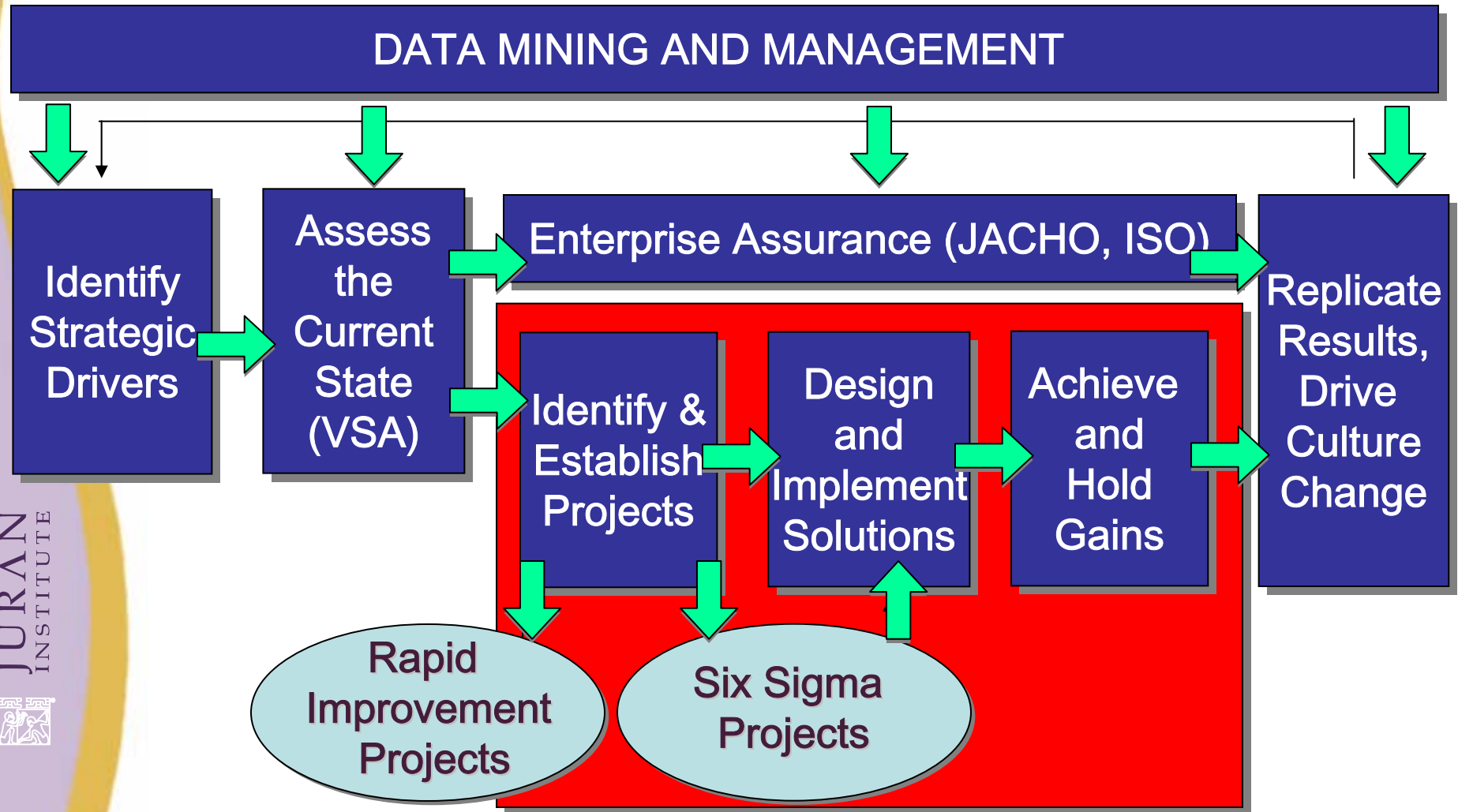
THE JURAN TRILOGY®



HOW DOES LEAN FIT IN?



A DEPLOYMENT ROADMAP



WHAT CAN YOU DO WHEN YOU LEAVE HERE?

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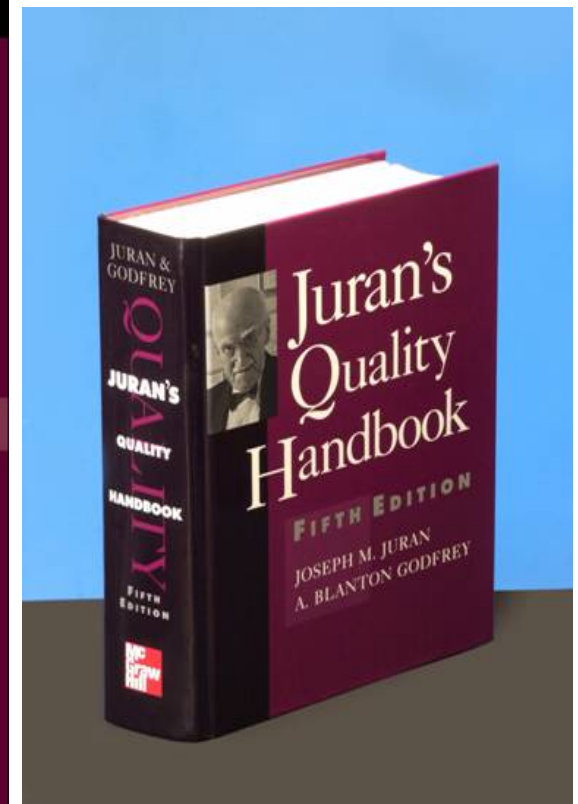
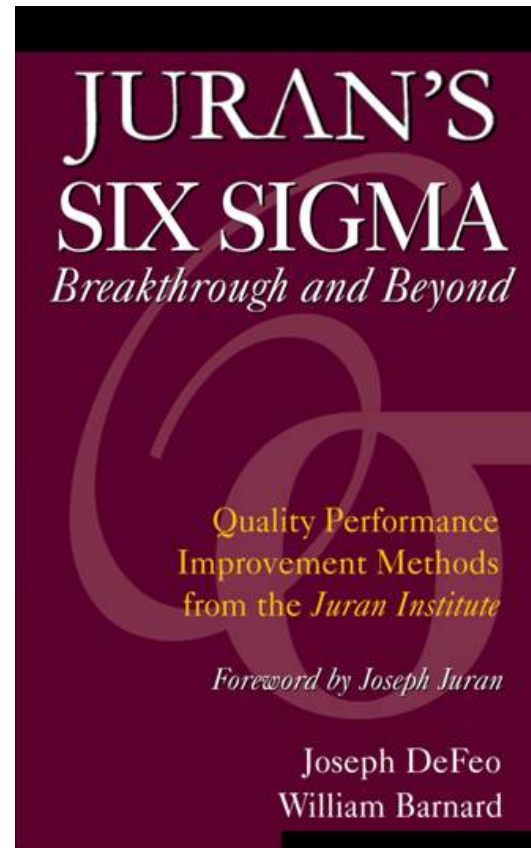
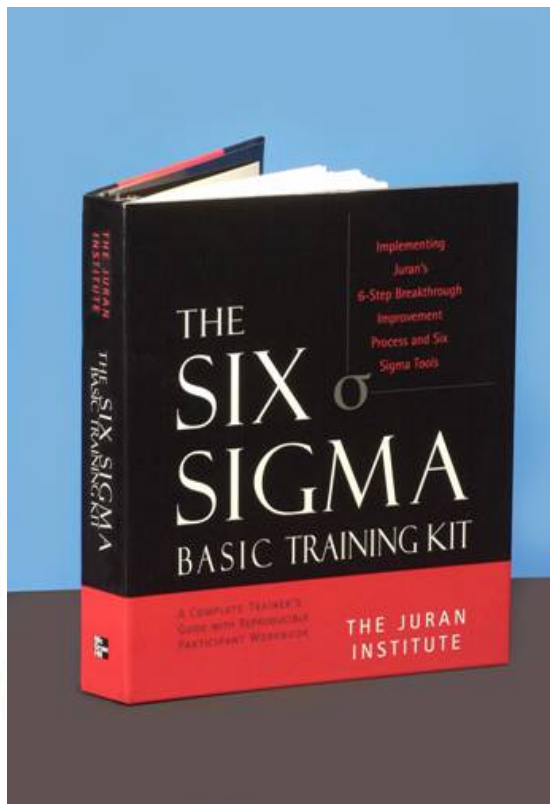
WHAT CAN YOU DO WHEN YOU LEAVE HERE?

1. Conduct a Quality Maturity Assessment to better understand your Enterprise capabilities related to the quality culture
2. Plan to stream-line the Quality Function, make it strategic and drive quality through the functions and daily work processes
3. Evaluate your Quality Function Skill Set to determine if your staff can handle Enterprise Assurance
4. Take all your Belts and re-train them on Quality – Improvement. Planning and Control (at least on Root Cause Analysis)
5. Find an Executive that can Champion Quality – You cannot do it alone!



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Our mission is to enable organizations to achieve sustainable breakthrough results



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