

* Evolution of Quality:

1) Dr Walter A. Shewhart [1891-1967]

Worked in Western Electric Company of
ATT, USA.

Statistical Quality Control [SQC]

Acceptable Quality Level [AQL].

AQL is foundation of today's SPC.

He developed the PDCA.

2) Deming W. Edwards [1900-1993].

He is associated with Shewhart &
worked in same company.

He modified PDCA to PDCA
↓
Study.

3) Joseph M. Juran [1904].

He also joined at same company
Electric Company & developed Handbook.

Juran academy

4) Philip B. Crosby (1926)

He is vice president of International Telephone & Telegraph [ITT] & his 4 absolutes of quality⁴ & core element of TQM.

5) Armand V. Feigenbaum (1961-1963).

He was president of American Society of Quality Control.

6) Kaoru Ishikawa [1915 - 1989].

A quality guru from Japan.

uses of cause & effect diagram
(fish bone diagram).