



Chapter 2

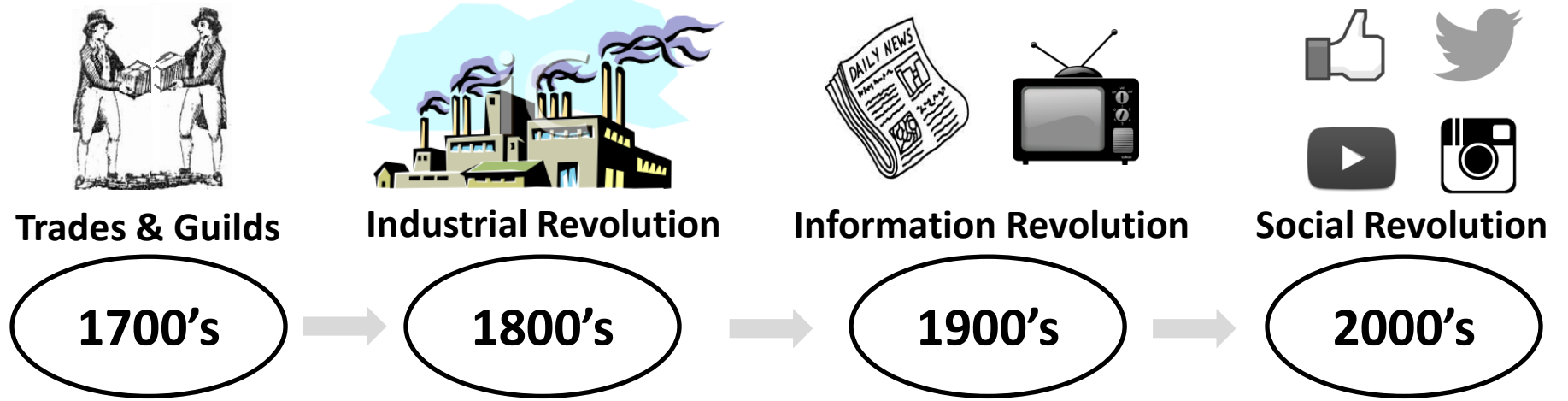
HISTORY OF QUALITY

SIX SIGMA WHITE BELT PROGRAM

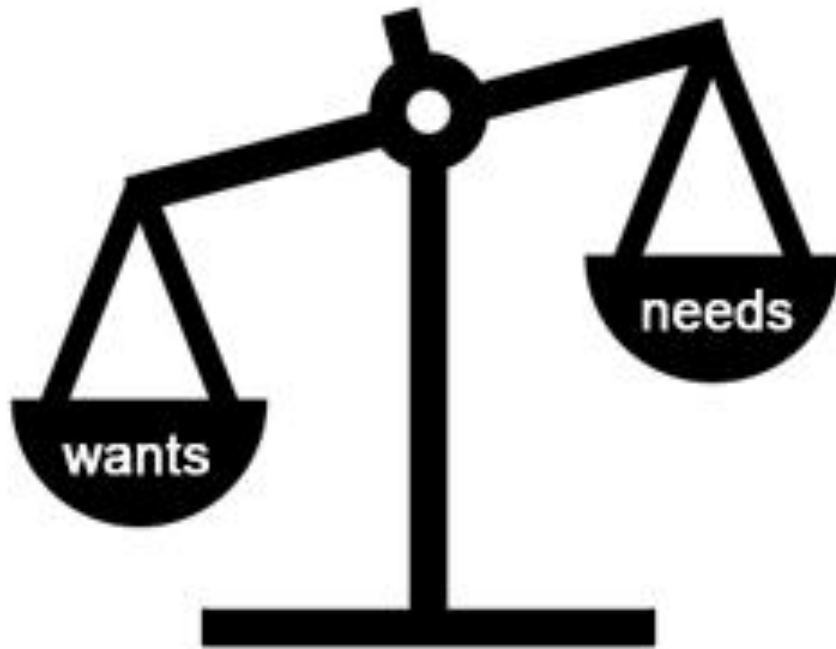
Agenda

In this chapter, you will learn:

- The different techniques that have been employed by managers to keep their organization in business over many centuries



Over the centuries, managers have tried to find ways to keep their organizations in **BUSINESS**



Wants and needs
of our Customers
CHANGE OVERTIME



Organizations face a challenge to find **NEW & BETTER WAYS** to satisfy customers ever-changing demands

A vertical strip on the left side of the slide features a close-up, high-resolution image of a wood grain. The wood is a warm, reddish-brown color with prominent, wavy grain patterns and a large, dark, circular knot. The texture is smooth and natural.

The Quality Timeline

Mid 1920's

Quality Control Charts

1979

Quality Circles

Mid 1980's

Statistical Process Control

1987

ISO 9000 Standards

1985 to 1988

Six Sigma

2000

Lean Manufacturing

Quality Control Charts – mid 1920's



Walter Shewhart

Devised a technique → **Quality Control Charts**

- Used graphs to monitor a business process
- Identified whether the process is predictable
- OR if special causes were affecting the process

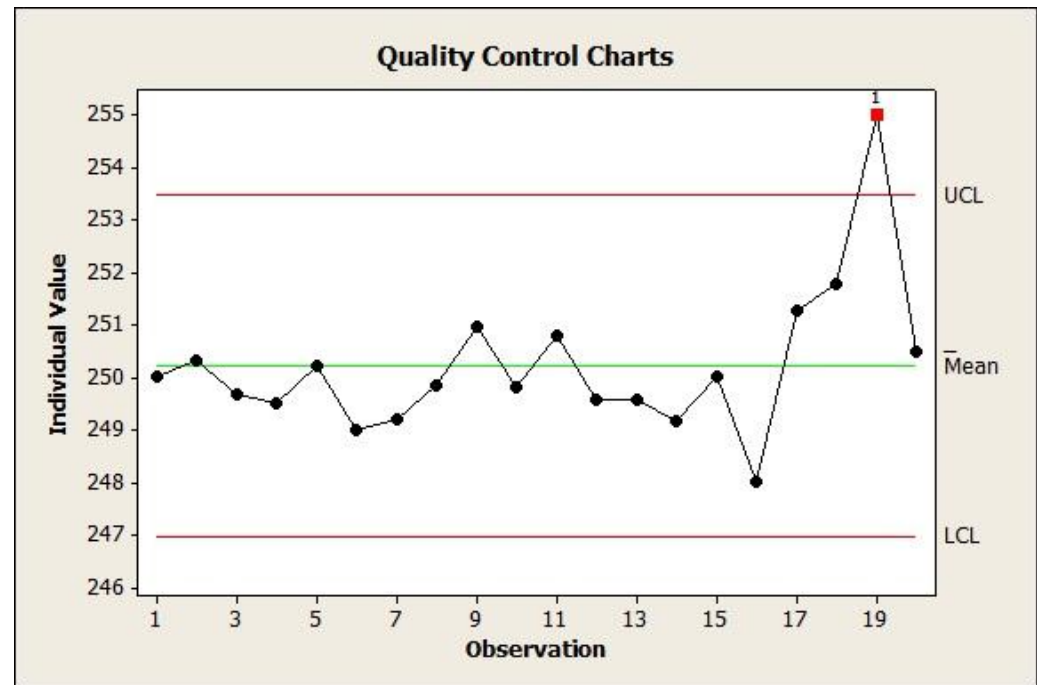


Image of a Quality Control Chart

Mid 1920's

Quality Control
Charts

1979

**Quality
Circles**

Mid 1980's

Statistical Process
Control

1987

ISO 9000
Standards

1985 to 1988

Six Sigma

2000

Lean Manufacturing

Quality Circles – 1979



- Originated in Japan
- Are self-improvement study groups
- Composed of a small number of employees and their supervisors

The Quality Timeline

Mid 1920's

Quality Control
Charts

1979

Quality
Circles

Mid 1980's

Statistical Process
Control

1987

ISO 9000
Standards

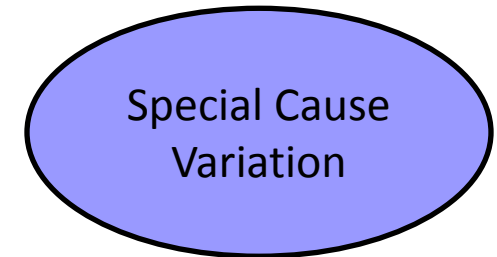
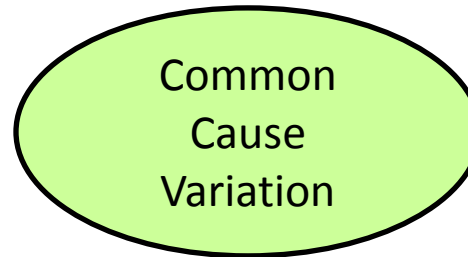
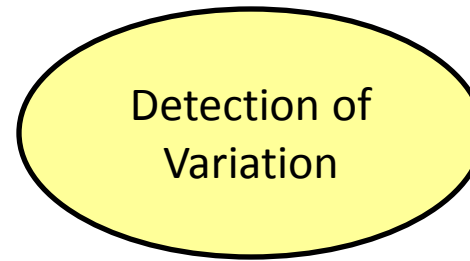
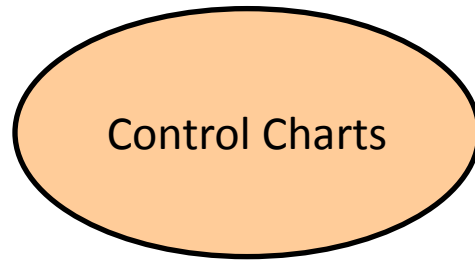
1985 to 1988

Six Sigma

2000

Lean Manufacturing

Statistical Process Control (SPC) – mid 1980's



- SPC is an application of statistical techniques to control a process
- Also called as **Statistical Quality Control**

ISO 9000 Standards – 1987



INTERNATIONAL
ORGANIZATION FOR
STANDARDIZATION

- ISO 9000 standards is a set of international standards on **Quality Management & Quality Assurance**
- Help companies maintain and efficient quality system

Mid 1920's

Quality Control
Charts

1979

Quality
Circles

Mid 1980's

Statistical Process
Control

1987

ISO 9000
Standards

1985 to 1988

Six Sigma

2000

Lean Manufacturing

The Quality Timeline

Mid 1920's

Quality Control
Charts

1979

Quality
Circles

Mid 1980's

Statistical Process
Control

1987

ISO 9000
Standards

Between 1985-88

Six Sigma

2000

Lean Manufacturing

Six Sigma (between 1985-88) and Lean (2000)

Between 1985 to 1988

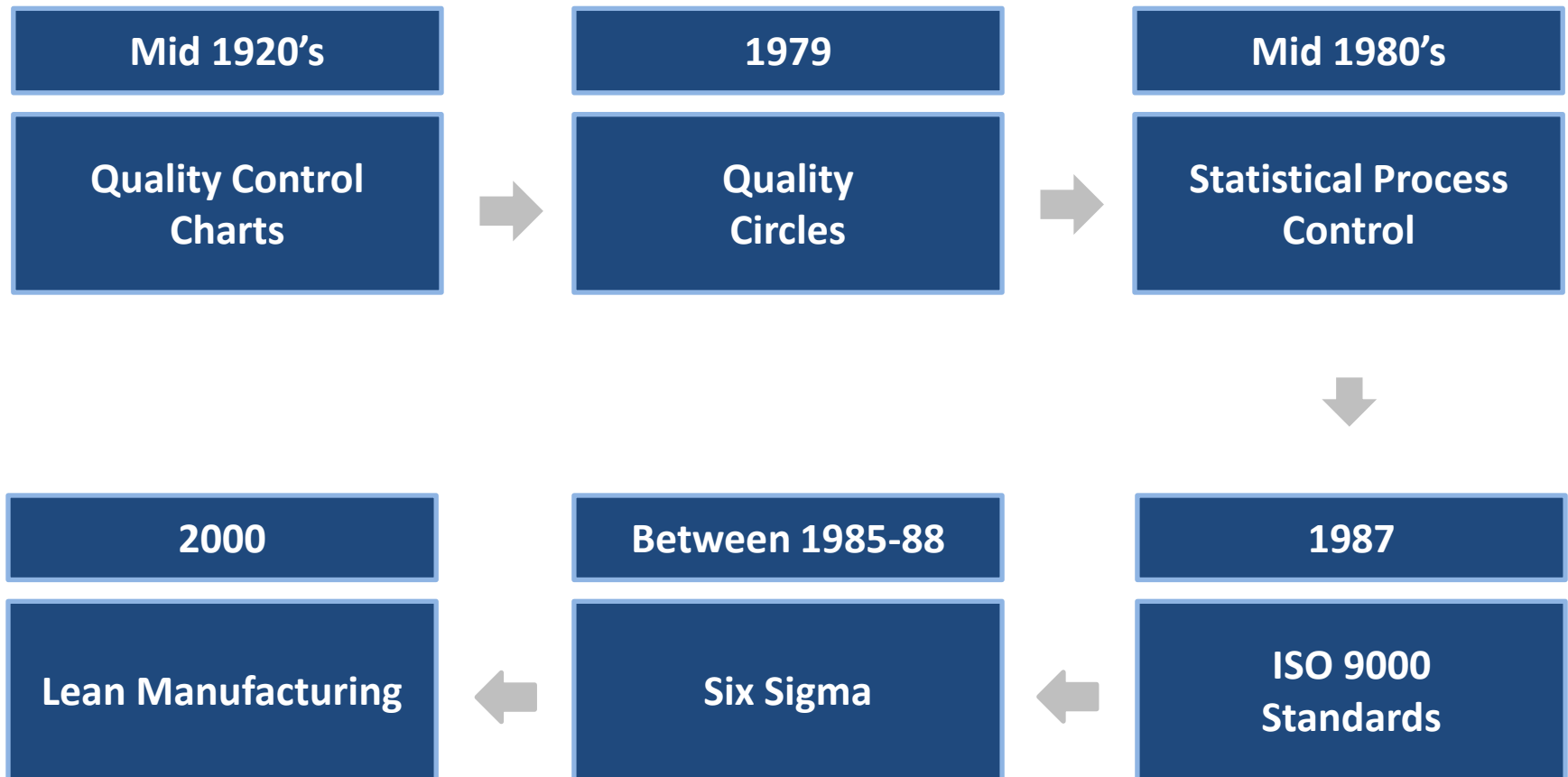
SIX SIGMA

In 2000

**LEAN
MANUFACTURING**

More details to follow on Lean and Six Sigma in subsequent chapters

The Quality Timeline (Summary)



Summary

In this chapter, you learnt:

- Over the centuries, managers have tried to find ways to keep their organization in business
- Quality control charts were developed in the mid-1920's
- Quality circles were developed in 1979 in Japan
- Statistical Process Control was developed in mid-1980's
- ISO 9000 standards were developed in 1987
- Six Sigma was developed between 1985 and 1988 at Motorola
- Lean Manufacturing was developed in 2000

AIGPE

ADVANCED INNOVATION GROUP PRO EXCELLENCE

Drive Success To Excellence