

FAQs on TQM

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at ISQ

FAQ on TQM (1) :

Japan vs. America

What is the difference between an American way of quality management and the Japanese way of quality management.

Some American companies like GE, Motorola, ABB etc have demonstrated good quality.

In what areas is Japanese way of Quality management better?

S T A T I S T I C A L
**QUALITY
CONTROL**
H A N D B O O K

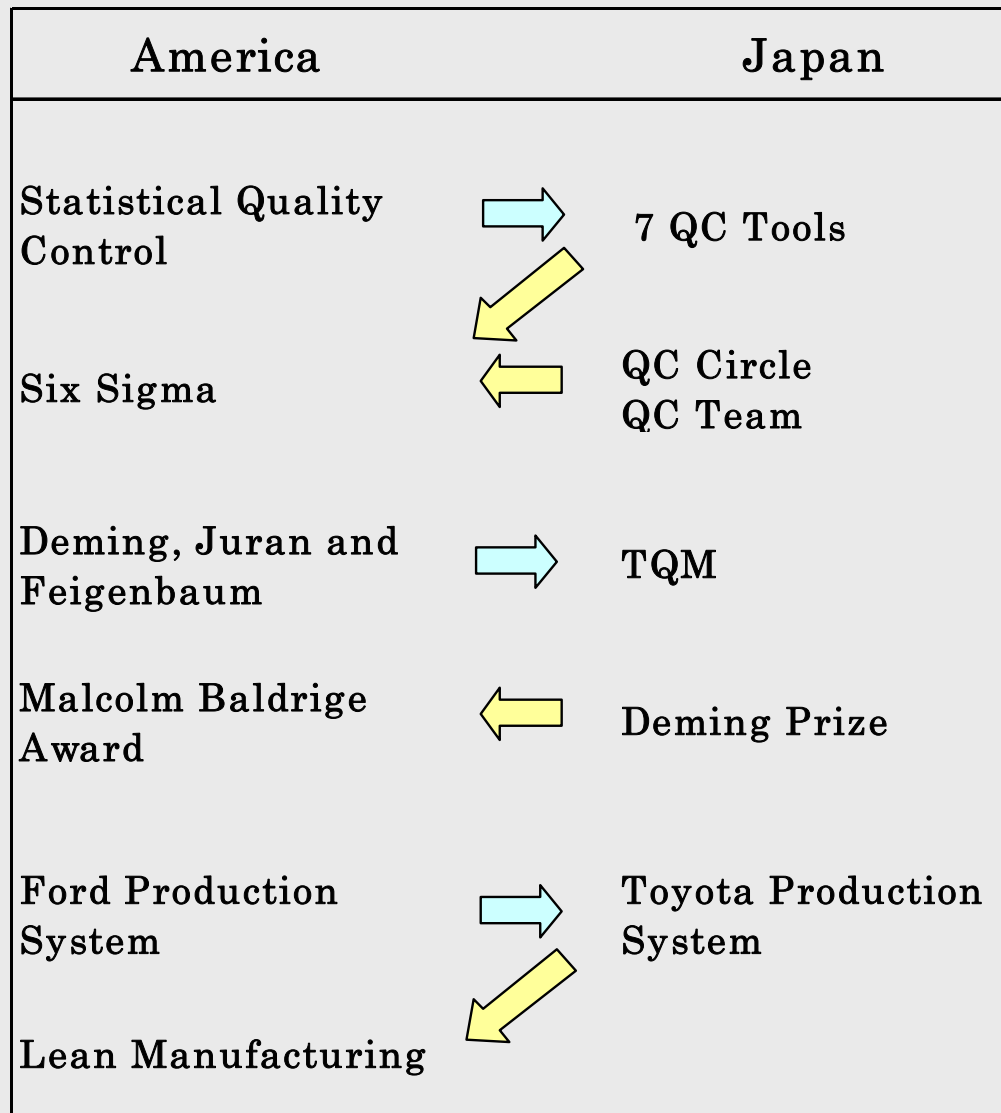


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Exchange of Quality Activities between Japan & US (1)

Year	Comings and Goings	Events
1950	E. Toyoda visited Ford River Rouge Factory	
1950	Deming's 8 days QC seminar in Japan	
1951	Deming's seminar	Establishment of Deming Prize
1952	Deming's seminar	
1954	Juran's seminar for top management	
1962		Establishment of QC Circle Head Quater
1963	QC Study Team to US	
1966	Juran's seminar	
1969		ICQC'69 Tokyo
1973	Lockheed QC circle study team to Japan	
1980		NBC "If Japan can, why can't we?" Six sigma by Motorola
1984	Foundation of NUMMI	
1987		Establishment of Malcolm Baldrige
1989	FPL Deming Prize winning	National Quality Award

Exchange of Quality Activities between Japan & US (2)



QC Circle vs. Six Sigma

	QC Circle	Six Sigma
Origin	born in Japan	developed in US
Activities	Routine activities	Project
Members	Shop floor workers	Project team
Aim	Problem solving Bringing up shop capabilities on improvement Common ownership of the shop	Problem solving
Qualification	No personal qualification	Green belt, Black belt