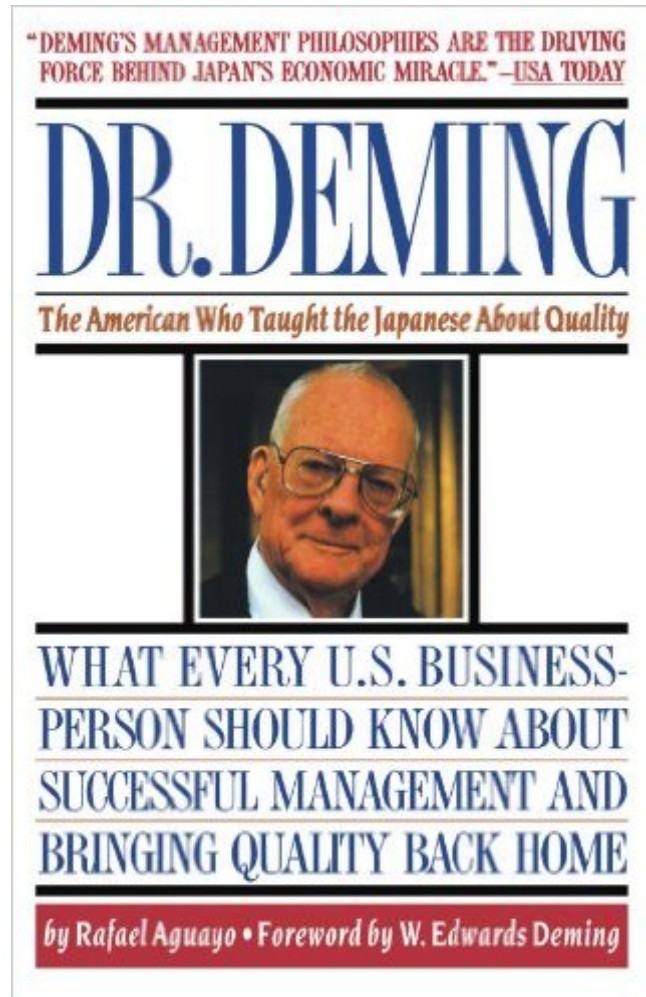


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Dr. Deming: The American Who Taught The Japanese About Quality



Synopsis

Dr. W. Edwards Deming, a household name in Japan, became the prime catalyst behind the incredible success of Japanese industry. In fact, since 1951, the Deming Prize has been the most coveted and prestigious award among Japanese corporations, similar to the Malcolm Baldrige Award for quality in business in the United States. Today, Deming is finally becoming a household name in his own country. The lessons he has to teach American business are more urgent than ever. Just how different is the Deming Management Method? Compare just a few of the many differences in beliefs between conventional organizations and Deming organizations: Standard Company * Quality is expensive * Defects are caused by workers * Buy at lowest cost * Fear and reward are proper ways to motivate * Play one supplier off against another Deming Company * Quality leads to lower costs * Most defects are caused by the system * Buy from vendors committed to quality * Fear leads to disaster * Work with suppliers

Book Information

Paperback: 304 pages

Publisher: Touchstone; 1 edition (September 15, 1991)

Language: English

ISBN-10: 0671746219

ISBN-13: 978-0671746216

Product Dimensions: 5.5 x 0.8 x 8.4 inches

Shipping Weight: 1 pounds (View shipping rates and policies)

Average Customer Review: 4.8 out of 5 stars Â Â See all reviewsÂ (37 customer reviews)

Best Sellers Rank: #124,266 in Books (See Top 100 in Books) #49 inÂ Books > Business & Money > Management & Leadership > Quality Control & Management > Total Quality Management #80 inÂ Books > Business & Money > Management & Leadership > Quality Control & Management > Quality Control #376 inÂ Books > Business & Money > International

Customer Reviews

Mr. Aguano's book was one of the first ones I read when placed in a supervisory position 10 years ago. Through people "borrowing" my copy (never to return), I'm currently on my third, highlighter marker streaked copy. I enjoy it that much! This book is a great introduction to TQM. It is extremely easy to read, well organized, and moves quickly. It basically is a "lite" version of Deming's "Out of the Crisis." (Deming's book is a definite recommended read). The plus side of this book is that it explains how management needs to understand the nature of variation. It explains through

Deming's (now famous) "red bead experiment," how variation is inherent in all systems, and it is up to management to reduce that variation. It also shows how some of the tools of quality management, such as control charts, explain stable/unstable systems. The minus side of this book is that it is simplistic. If you are looking for how to calculate a control chart, do not look here. If you want to understand the difference between X & R control charts and P control charts, it is not in this book. On the other side, it's not really in Deming's either. But at least Deming shows some of the calculations necessary to make a P control chart. I recommend reading Leonard Doty's "Statistical Process Control" for the hard-core SPC methodology. Also, the author gushes a bit about Deming. I don't know how to articulate it, but the fawning over Deming oozes out of the writing. That gets annoying (to me) after a while. Fortunately, it's a short book! In summary, if you have read Deming's "Out of the Crisis," skip this book. It more or less rehashes much of that book, without any of the statistical calculations.

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