

As part of the CQI's centenary celebrations, we are looking at the past 100 years, focusing on each decade, to provide readers with an example of a major development that influenced the quality profession.



1960s

QUALITY EVOLVES
— in Japan —

KAIZEN

The concept of Kaizen was developed in Japan in the 1960s. Kaizen is a Japanese word that means change for the better and involves everyone in the organisation. It is aimed at sustainable continuous improvement, focusing on the elimination of waste in all systems and processes.

1962

In 1962, Dr Ishikawa, a Japanese organisational theorist, and Professor at the Faculty of Engineering at the University of Tokyo, develops the concept of quality circles. Quality circles are a method of quality management in which employees work together to suggest improvements.



DR. ISHIKAWA

Dr Ishikawa publishes the Guide to Quality Control.



1968

1969

Dr Ishikawa emphasises the use of Seven Quality Tools: Check Sheet, Control Chart, Run Chart, Pareto Chart, Histogram, Fishbone Diagram, Scatter Diagram.



The American Society for Quality (ASQC) co-sponsors the first International Congress in Quality Control, hosted by the Union of Japanese Scientists and Engineers in Tokyo.

TOTAL QUALITY MANAGEMENT

(TQM) describes a management approach to long-term success through customer satisfaction. In a TQM effort, all members of an organisation participate in improving processes, products, services, and the culture in which they work.

"Quality control starts and ends with training"

DR. ISHIKAWA