



North Jersey  
Section  
Excellence Through Quality™

**ASQ North Jersey General  
Section Meeting in Fall 2021**

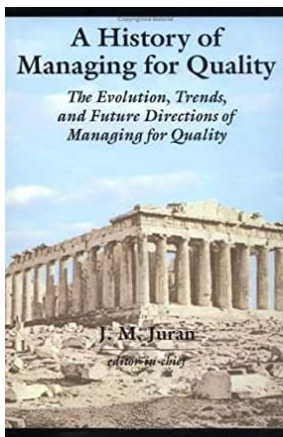
# “A Short History of ASQ and the Quality Profession”

***Roderick A. Munro, November 17, 2021***

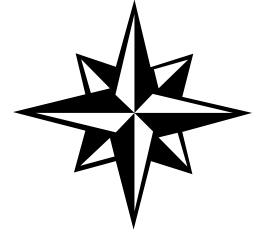
## ASQ North Jersey

A place for Quality Professionals to network,  
learn, share and grow.

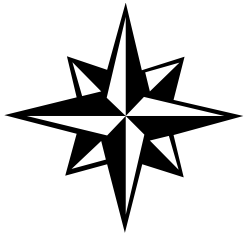




# Learning Event



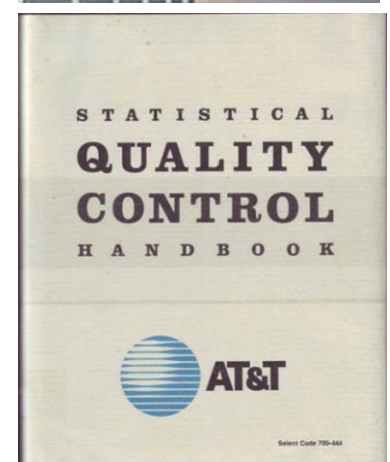
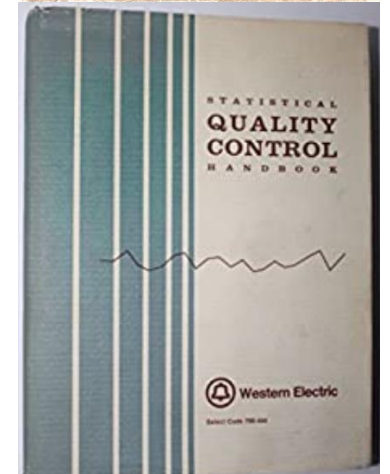
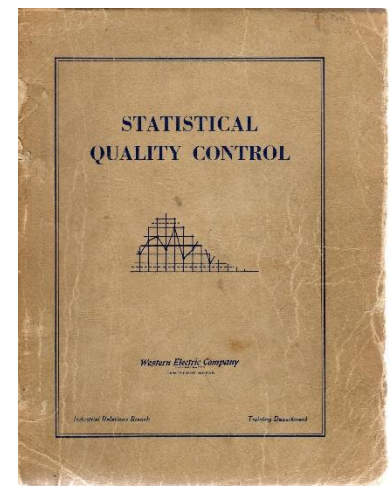
- Purpose
  - Some Fun With The History Of Quality
  - Where Did We Come From?
  - North Jersey Section 0304 – started 1964
  - The Quality Explosion 1980's
  - Going Forward From Here



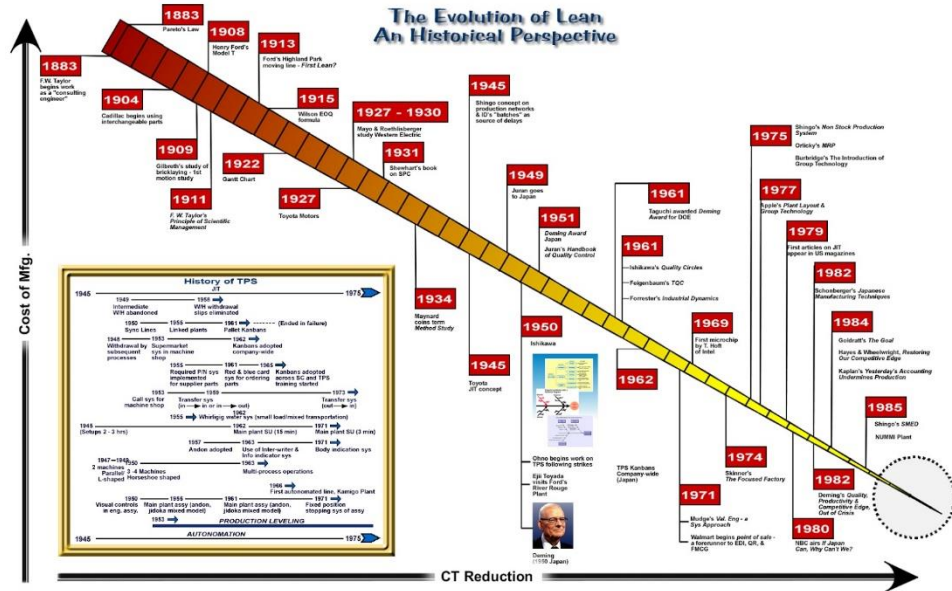
# What Is Quality?

- Juran's A History of Managing for Quality
- 1750 UK Industrial Revolution – LR 1760
- Fredrick Taylor – Henry Ford
- Shewhart – First Control Chart 5/16/1924
- Hawthorne Plant – Cicero, Illinois
- 1950's Japan – Deming & Juran
- 1980 – If Japan Can, Why Can't We
- 1980's – Quality Explosion in USA
- 1990's, 2000's, 2010's – Future ???
- ISO 9001:TBD

<http://westernelectric.sectorlink.org/company/index.html>

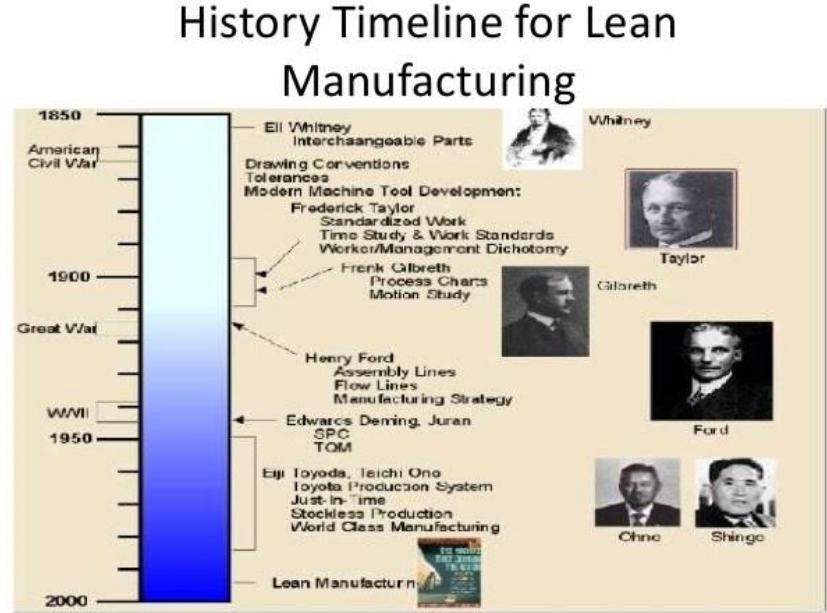
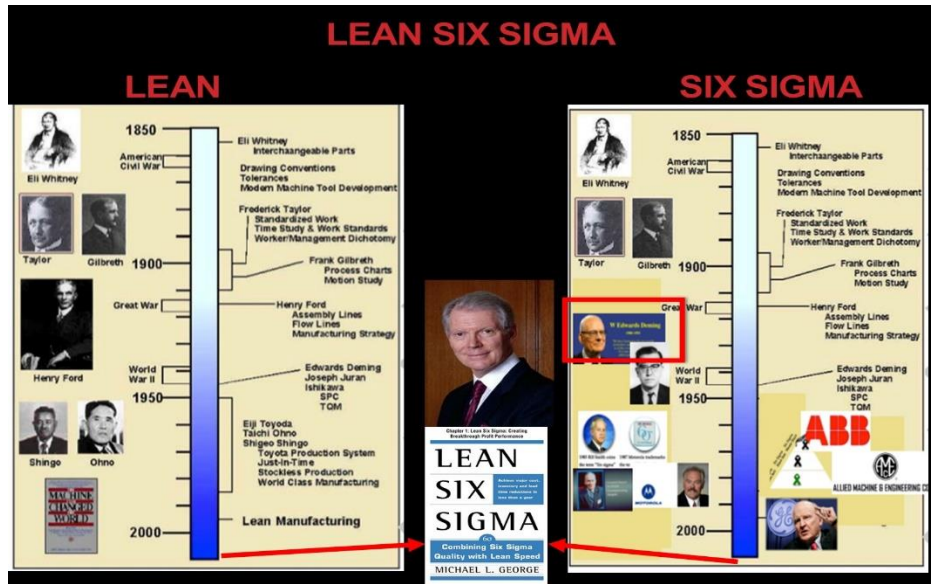
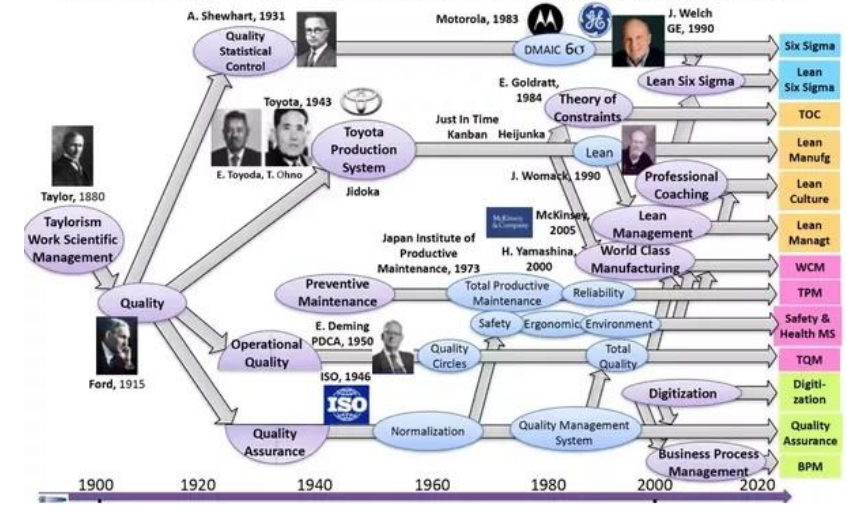


# Quality Profession Timeline



## A BRIEF -HOWEVER COMPLEX- HISTORY OF LEAN

Several branches & trends influence its evolution

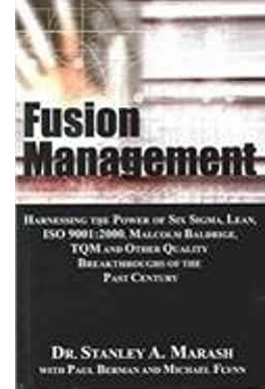




# Quality 1.0 – 4.0



| Period  | Summary description   | Quality     | Summary description   |
|---|---|-------------|---|
| Industry 1.0—<br>Prior to 1890  | <ul style="list-style-type: none"> <li>+ Humans harness water and steam power to build industrial infrastructure.</li> <li>+ Crude machines gain productivity over independent craft work.</li> <li>+ Increased output is achieved using mechanical advantages.</li> <li>+ Work focuses on performing tasks faster and more consistently.</li> <li>+ Transportation/moving goods occurs more frequently.</li> </ul> | Quality 1.0 | <ul style="list-style-type: none"> <li>+ Quality is assured through measurement and inspection.</li> <li>+ Production volume is emphasized rather than quality.</li> <li>+ Inspection does not focus on cost reduction, eliminating wastes, or loss and inefficiency.</li> <li>+ Work conditions are not important; maximizing worker productivity takes precedence.</li> </ul>   |
| Industry 2.0—1890<br>to 1940  | <ul style="list-style-type: none"> <li>+ Electricity powers industrial machines.</li> <li>+ Performance capability gains occur through application of new mechanisms.</li> <li>+ Scale of automation becomes broader as motor size can be varied to fit specific circumstances.</li> </ul>  | Quality 2.0 | <ul style="list-style-type: none"> <li>+ Maximizing productivity continues to be the primary focus.</li> <li>+ Adherence to standards that reflect the minimally acceptable quality level is prevalent.</li> <li>+ Financial quality is measured based on scrap and rework.</li> <li>+ Labor performance is used to measure productivity.</li> </ul>  |
| Industry 3.0—1940<br>to 1995  | <ul style="list-style-type: none"> <li>+ Computer power provided to workers to increase productivity.</li> <li>+ Use of information and communication technology drives improvements.</li> <li>+ Human participation in workplaces declines.</li> <li>+ Stand-alone robotic systems replace manual work.</li> </ul>   | Quality 3.0 | <ul style="list-style-type: none"> <li>+ Quality is a business imperative.</li> <li>+ Meeting customer requirements (customer satisfaction) is emphasized.</li> <li>+ Continual improvement is applied.</li> <li>+ Gains in productivity occur by stabilizing highly efficient processes, standardizing work and involving all workers in the activities that create quality.</li> <li>+ Standardization activities (ISO 9001) and achieving business excellence through organizationwide assessment (such as the <i>Baldrige Criteria for Performance Excellence</i>) emerge.</li> </ul> |
| Anticipated changes that will occur during Industry 4.0—1995 to present | <ul style="list-style-type: none"> <li>+ Integrated cyber-physical interfaces automate working environments.</li> <li>+ Automated processes deal with end-to-end systems.</li> <li>+ Humans serve only in positions where human judgment cannot be automated and human interactions cannot be simulated.</li> <li>+ Machines learn to learn (artificial intelligence).</li> </ul>                                   | Quality 4.0 | <ul style="list-style-type: none"> <li>+ Digitization is used to optimize signal feedback and process adjustment, and adaptive learning supports self-induced system corrections.</li> <li>+ Quality shifts its control-oriented focus from the process operators to the process designers.</li> <li>+ Machines learn how to self-regulate and manage their own productivity and quality.</li> <li>+ Human performance is essential; the emphasis shifts from production to system design and integration with the business system.</li> </ul>  |



# Evolution of Quality Profession

FIGURE 3-1 EVOLUTION OF SIX SIGMA

|  |       |
|--|-------|
| ❖ Acceptance Sampling.....                               | 1920s |
| ❖ Control Charts.....                                    | 1920s |
| ❖ Hawthorne Studies.....                                 | 1930s |
| ❖ Design of Experiments.....                             | 1930s |
| ❖ Statistical Quality Control.....                       | 1940s |
| ❖ Management by Objectives.....                          | 1950s |
| ❖ Zero Defects.....                                      | 1960s |
| ❖ Participative Problem Solving.....                     | 1970s |
| ❖ Quality Circles.....                                   | 1970s |
| ❖ Total Quality Control/Companywide Quality Control..... | 1970s |
| ❖ Statistical Process Control.....                       | 1970s |
| ❖ Kaizen.....  | 1970s |
| ❖ Total Quality Management.....                          | 1980s |
| ❖ Quality Gurus.....                                     | 1980s |
| ❖ Statistically Aided Management™.....                   | 1980s |
| ❖ Lean Enterprise.....                                   | 1980s |
| ❖ Baldrige Award.....                                    | 1980s |
| ❖ Six Sigma.....   | 1990s |

\* Statistically Aided Management is a trademark of STAT-A-MATRIX, Inc.

1981 Quality Circle Magazine Predates Quality Digest



# Time Line Details



|                            |  |
|----------------------------|--|
| <b>1924</b> ★              | Walter A. Shewhart, a statistician at Bell Laboratories, developed the control charts, and principles of statistical process control   |
| <b>1925</b>                | Sir Ronald Fisher published the book, <i>Statistical Methods for Research Workers</i> , and introduced the concept of ANOVA  |
| <b>1927-1933</b> ★         | Elton Mayo starts the Hawthorne Studies at Western Electric plant in Cicero IL   |
| <b>1930s</b>               | Statistical Quality Control (SQC) – application of statistics to quality control   |
| <b>1931</b>                | Shewhart publishes <i>Economic Control of Quality of Manufactured Products</i>   |
| <b>1937</b>                | Joseph Juran introduced the Pareto principle as a means of narrowing on the vital few  |
| <b>1940</b>                | The acceptance sampling plan was developed by Harold F Dodge and Harry G Roming  |
| <b>1943</b>                | Kaoru Ishikawa developed the cause and effect diagram (Ishikawa or fishbone diagram)   |
| <b>1944</b>                | Industrial Quality Control Vol 1 No 1 July 1944 – Society of Quality Control Engineers with cooperation of the University of Buffalo   |
| <b>1944</b>                | Dodge & Roming publish <i>Sampling Inspection Tables Single and Double Sampling</i>  |
| <b>February 16, 1946</b> ★ | The American Society for Quality Control (ASQC) was formed   |
| <b>May 1946</b> ★          | The Union of Japanese Scientists and Engineering (JUSE) established  |
| <b>February 23, 1947</b>   | The International Organization for Standardization (ISO) founded Geneva, Switzerland   |
| <b>1947</b> ★              | Dr. W. Edwards Deming was sent to Japan to help Japanese rejuvenate their industries   |
| <b>1948</b>                | Shewhart Medal First Awarded by ASQC   |
| <b>November 9, 1949</b>    | USA Military Procedure MIL-P-1629, Procedures for Performing a Failure Mode, Effects and Criticality Analysis (FMECA) forerunner to Mil-Q-1629 Procedures for Performing a FMECA (later the FMEA) – 1974, 1977, MIL-STD 1629A:1980 |

WAS-724-5-16-24-FQ

MR. R. L. JONES:-

A few days ago, you mentioned some of the problems connected with the development of an acceptable form of inspection report which might be modified from time to time, in order to give at a glance the greatest amount of accurate information.

The attached form of report is designed to indicate whether or not the observed variations in the percent of defective apparatus of a given type are significant; that is, to indicate whether or not the product is satisfactory. The theory underlying the method of determining the significance of the variations in the value of  $p$  is somewhat involved when considered in such a form as to cover practically all types of problems. I have already started the preparation of a series of memoranda covering these points in detail. Should it be found desirable, however, to make use of this form of chart in any of the studies now being conducted within the Inspection Department, it will be possible to indicate the method to be followed in the particular examples.

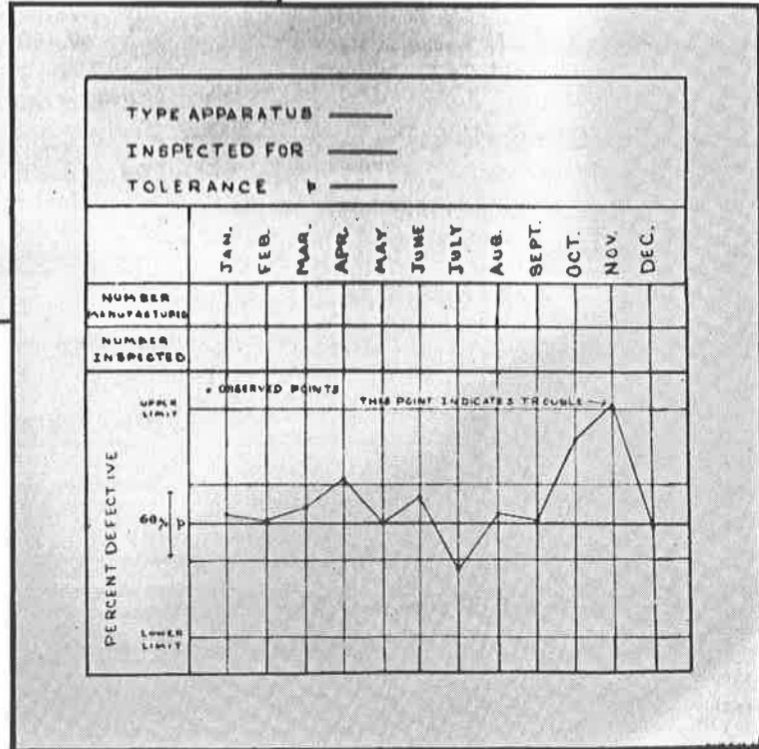
W. A. SHEWHART.

Enc.:  
Form of Report.

# Walter Shewhart First Control Chart

A few days ago, you mentioned some of the problems connected with the development of an acceptable form of inspection report which might be modified from time to time, in order to give at a glance the greatest amount of accurate information.

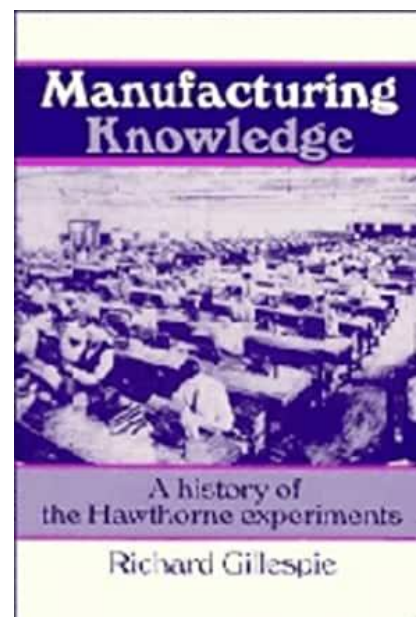
Written 5-16-1924



**INDUSTRIAL  
QUALITY CONTROL**

Reprinted in IQC  
August 1967





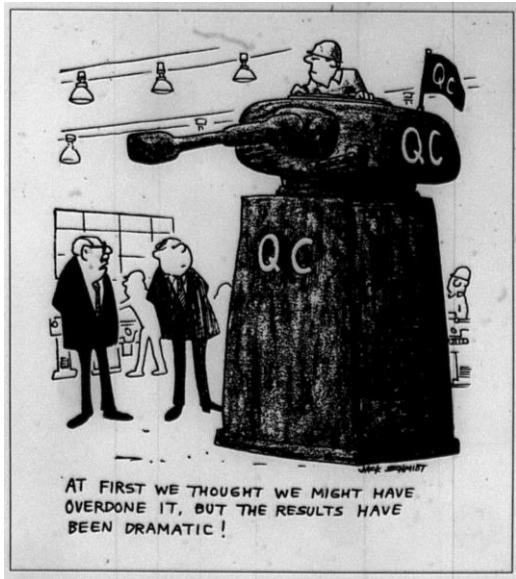
# Hawthorne Studies

- Elton Mayo 1927-1933
  - In 1927, a group of researchers led by Elton Mayo and Fritz Roethlisberger of the Harvard Business School were invited to join in the studies at the Hawthorne Works of Western Electric Company, Chicago. The experiment lasted up to 1932. The Hawthorne Experiment brought out that the productivity of the employees is not the function of only physical conditions of work and money wages paid to them.
- Overhead Lighting Experiment

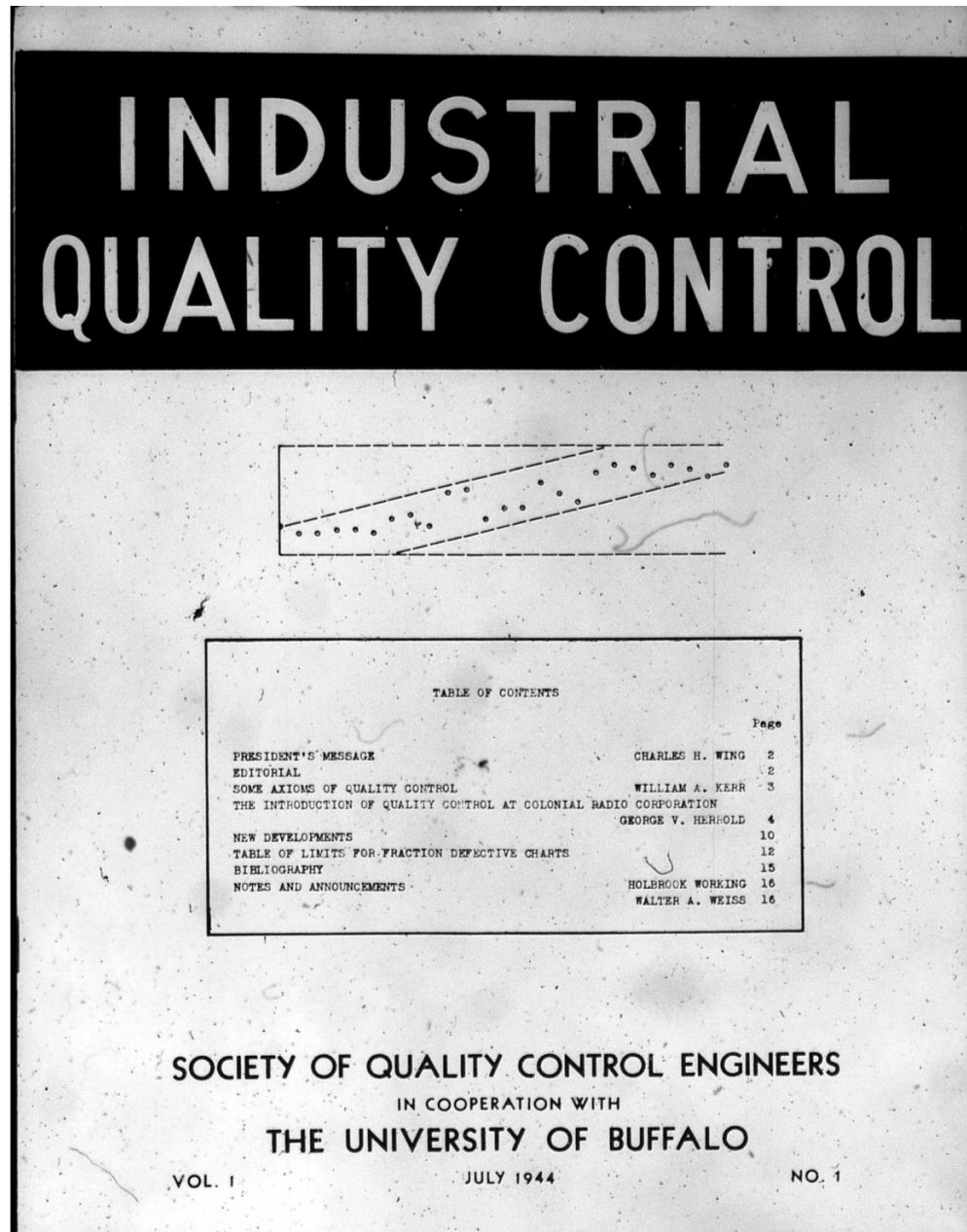


# Communication

- Grew to over 800 subscriptions
- 1968 - QP



Mr. Pareto Head (cartoon) - December 2004



**Shainin Consultants, Inc.**

P.O. Box 20977  
Carson City, NV  
89721 U.S.A.  
Tel: (703) 281-0783  
Fax: (702) 884-2668

**Dorian Shainin**

Res: 35 Lakewood Circle So.  
Manchester, CT 06040-7018  
Tel: (203) 646-4429  
Fax: (203) 645-0551



**DR. ARMAND V. FEIGENBAUM**  
PRESIDENT

Berkshire Common - South Street - Pittsfield, MA 01201 USA  
Tel. (413) 499-2880 Fax. (413) 443-7548

**W. EDWARDS DEMING, Ph. D.**  
Consultant in Statistical Studies

WASHINGTON 20016  
4924 Butterworth Place  
Tel: (202) 363 - 8552

**AMERICAN SUPPLIER  
INSTITUTE, INCORPORATED**  
Center For Taguchi Methods

**DR. GENICHI TAGUCHI**  
EXECUTIVE DIRECTOR  
Six Parklane Boulevard, Suite 411 • Dearborn, MI 48126 • (313) 336-8877

**University of  
Wisconsin-Madison**

**George Box, F.R.S.**  
Director of Research

Center For Quality and Productivity Improvement  
WARF Building  
610 Walnut Street  
Madison, Wisconsin 53705  
608/263-2520

**J. M. Juran**  
Chairman



**Juran Institute, Inc.**

88 Danbury Rd., Wilton, CT 06897-4409, USA  
Telephone: (203) 834-1700  
Telex: 6711220 JURAN UW

**R.I.T.**

**John D. Hromi, D. Engr.**  
Professor Emeritus  
The John D. Hromi Center for  
Quality and Applied Statistics

**Rochester Institute of Technology**

Hugh L. Carey Building  
98 Lomb Memorial Dr.  
Rochester, New York 14623-5604  
716-475-2002 • FAX: 716-475-5959

**WILLIAM A. J. GOLOMSKI**  
President

W. A. GOLOMSKI & ASSOC.  
20 East Jackson Boulevard  
Suite 850  
Chicago, Illinois 60604-2208  
Bus.: (312) 922-5986  
Fax: (312) 922-4070

**J. STUART HUNTER, Ph.D.**  
Statistician

Professor Emeritus  
School of Engineering  
Princeton University  
Shewhart Medalist  
Deming Medalist  
503 Lake Drive  
Princeton, N.J. 08540  
Tel: 609 924 5644  
Fax: 609 683 8756  
stu@soil.princeton.edu

**PHILIP CROSBY**  
Associates II, Inc.

**Philip B. Crosby**  
Chairman and CEO

P.O. Box 2687 • Winter Park, FL 32790-2687  
Tel: (800) 223-3932 • (407) 682-6930 • Fax: (407) 682-6688  
www.philipcrosby.com • philcros@aol.com

# Top Guru's

|  |  |  |   |
|--|--|--|---|
|   | 1900-1993<br><b>Deming</b><br>W. Edwards Deming        |   | 1926-2001<br><b>Crosby</b><br>Philip Crosby     |
|   | 1904-2008<br><b>Juran</b><br>Joseph Juran              |   | 1981-1967<br><b>Shewhart</b><br>Walter Shewhart |
|   | 1920-2014<br><b>Feigenbaum</b><br>Armand V. Feigenbaum |   | 1915-1989<br><b>Ishikawa</b><br>Kaoru Ishikawa  |
|  | 1924-2012<br><b>Taguchi</b><br>Genichi Taguchi         |  | 1909-1990<br><b>Shingo</b><br>Shigeo Shingo     |

**Komatsu Dresser**  
CHATTANOOGA MANUFACTURING OPERATIONS

**Tadashi (Tad) Ishikawa**  
Vice President  
& General Manager  
CHATTANOOGA MFG OPERATION

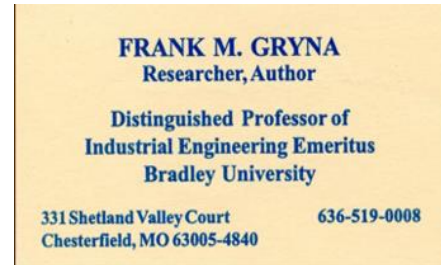
Plant Location:  
408 Signal Mtn. Rd.  
Chattanooga, TN 37405-1917  
Mailing Address:  
P.O. Box 1068  
Chattanooga, TN 37401-0168

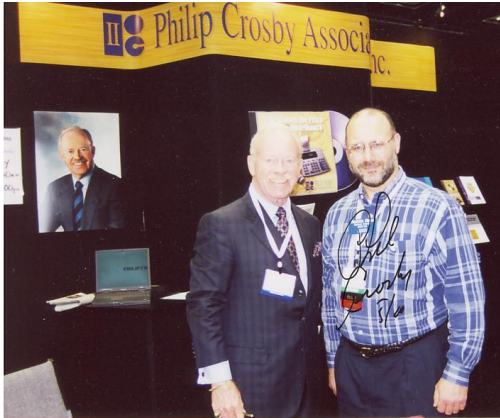
Direct Dial  
Tel: (415) 757-0301  
Tel: (415) 267-1066  
FAX (415) 267-1131

# ASQ Honorary Membership



- 1947 Walter A. Shewart
- 1949 George D. Edwards
- 1960 Martin A. Brumbaugh
- 1965 Mason E. Wescott
- 1965 Harold F. Dodge
- 1965 Simon Collier
- 1968 Eugene L. Grant
- 1968 Joseph M. Juran
- 1970 W. Edwards Deming
- 1978 Ellis R. Ott
- 1982 Harry G. Romig
- 1986 Kaoru Ishikawa
- 1986 Armand V. Feigenbaum
- 1992 William A. Golomski
- 1995 Dorian Shainin
- 1996 George E.P. Box
- 1997 Genichi Taguchi
- 1998 J. Stuart Hunter
- 2000 Philip B. Crosby
- 2003 Dr. Lloyd S. Nelson
- 2004 John D. Hromi
- 2004 Frank M. Gryna
- 2004 Yoshio Kondo
- 2009 Yoji Akao
- 2014 Douglas C. Montgomery
- 2015 Sr. Mary Jean Ryan
- 2015 Dr. Noriaki Kano
- 2018 Ronald Snee
- 2018 G. Geoffrey Vining
- 2019 Dr. Marcos E. Bertin
- 2020 Gregory Watson
- 2020 H. James Harrington
- 2020 A. Blanton Godfrey





# ASQ Medals



- 1948 Shewhart Medal
- 1959 Edwards Medal
- 1967 Grant Medal
- 1979 Deming Medal
- 1981 Lancaster Medal
- 1993 Ishikawa Medal
- 2000 Juran Medal
- 2000 Feigenbaum Medal

- 2000 Freund-Marquardt Medal
- 2001 Distinguished Service Medal
- 2002 Crosby Medal
- 2004 Shainin Medal
- 2009 Hutchens Medal
- 2017 Hromi Medal



Any member may become a Founding Member by paying an additional sum of not less than five dollars before June 30, 1947.

# ASQC Minutes February 16, 1946

- Federated Societies
  - Buffalo
  - Michigan
  - Rochester
  - Syracuse
- Society for Quality Control – IQC 1944
- 12 Member Societies

When the history of the beginnings of Quality Control development in this country is written, February 16, 1946 will be an important date. On that date representatives of seventeen local quality control societies and leaders in the field met at the Edison Electric Institute in New York City for the announced purpose of launching the American Society for Quality Control.

Regional members selected thus far are:

New England Region—C. J. Hudson

Northern Region—Alfred J. Winterhalter

Middle Atlantic Region—Paul S. Olmstead

Central and Southern Region —

Midwest Region—Frederick J. Halton

Western Region—

The boundaries of the six regions are as follows:

Region I: New England States

Maine, New Hampshire, Vermont, Massachusetts, Rhode Island and Connecticut (except western part).

Region II: Northern

New York (except metropolitan New York area), Northern Pennsylvania, Lower Michigan (and Toledo, Ohio), and adjacent Canada.

Region III: Middle Atlantic States  
Metropolitan New York area, Western Connecticut, New Jersey, Eastern Pennsylvania, Delaware, Eastern Maryland, District of Columbia, and Foreign.

Region IV: Central  
Ohio (except Toledo), Western Pennsylvania, Western Maryland, Virginia, West Virginia, Kentucky, Tennessee, North Carolina, South Carolina, Georgia, Florida, Alabama, Mississippi.

Region V: Western  
Indiana, Illinois, Upper Michigan, Wisconsin, Minnesota, North Dakota, South Dakota, Nebraska, Iowa, Missouri, Kansas, Arkansas, Oklahoma, Louisiana, Texas.

Region VI: Western  
Montana, Wyoming, Colorado, New Mexico, Idaho, Utah, Arizona, Nevada, California, Oregon, Washington.

# Founding ASQC Sections

**TABLE 2** ASQ Founding Sections

| Original section name                                      | Current section                       |
|--|---------------------------------------|
| Boston Society for Quality                                 | Boston Section 0100                   |
| #* Society of Quality Control Engineers of Buffalo         | Buffalo Section 0201                  |
| Chicago Society for Quality Control                        | Chicago Section 1201                  |
| Delaware Society for Quality Control                       | Delaware Section 0506                 |
| The Atlanta Society for Quality Control                    | Greater Atlanta Section 1502          |
| Illinois Society for Quality Control                       | Central Illinois Section 1200         |
| Indiana Society for Statistical Quality Control            | Indianapolis Section 0903             |
| Society for Quality Control State University of Iowa Group | State University of Iowa Section 1303 |
| * Michigan Society for Quality Control                     | Greater Detroit Section 1000          |
| Milwaukee Society for Quality Control                      | Milwaukee Section 1202                |
| Newark Society for Statistical Quality Control             | None                                  |
| Northwestern University Quality Control Group              | None                                  |
| Ohio Quality Control Society                               | N/A                                   |
| Philadelphia Quality Control Society                       | Philadelphia Section 0505             |
| Pittsburgh Quality Control Society                         | Pittsburgh Section 0802               |
| * Quality Control Engineers of Rochester                   | Rochester Section 0204                |
| * The Society of Quality Control Engineers of Syracuse     | Syracuse Section 0206                 |

\* Federated Societies

# Industrial Quality Control V1 N1 July 1943

Society for Quality Control

3 October 1945

# ASQC Regional Structure



25  
International



# Regional Lead Sections

- 0100 Boston
- 0200 Albany
- 0300 Metropolitan NY
- 0400 Hamilton
- 0500 Allentown-Bethlehem
- 0600 Santa Maria-Vandenberg
- 0700 Los Angeles
- 0800 Cleveland
- 0900 Cincinnati
- 1000 Greater Detroit
- 1100 Chicago
- 1200 Central Illinois
- 1300 Denver
- 1400 Albuquerque
- 1500 Birmingham

*Names listed in IQC July 1966*



# International Quality

- 1912 Technical Inspection Association (CQI)
- 1951 Mexico City – ASQ Section
- 1953 Japanese – ASQ Section
- 2000 ASQ's WorldPartner Program Founded
- 2004 ASQ Costa Rica Becomes the First International Member Unit
- 2007 Ron Atkinson Become First ASQ President From Canada

0304 NJ

IQC Section Records

Section Code Numbers by Regions July 1, 1966

- 0100 Boston
- 0102 Merrimack Valley
- 0103 Hartford
- 0104 No. New England
- 0106 Pittsfield
- 0107 Rhode Island
- 0109 Western Mass.
- 0110 Worcester
  
- 0200 Albany
- 0201 Buffalo
- 0202 Corning-Elmira
- 0203 Bradford-St. Marys
- 0204 Rochester
- 0205 Binghamton
- 0206 Syracuse
- 0207 Utica
  
- 0300 Metropolitan
- 0301 So. Connecticut
- 0302 Mid-Hudson
- 0303 Long Island
- 0304 North Jersey
- 0305 New Haven
- 0306 Greater Danbury
- 0307 Trenton
  
- 0400 Hamilton
- 0401 Montreal
- 0402 Toronto
- 0403 London
- 0405 Kitchener
  
- 0500 Allentown-Bethlehem
- 0501 No. Central Pennsylvania
- 0502 Baltimore
- 0503 Harrisburg
- 0504 Philadelphia
- 0505 Delaware
- 0506 Pocono
- 0507 Washington
- 0508 Reading
  
- 0600 Santa Maria-Vandenberg
- 0601 San Francisco
- 0602 Sacramento
- 0603 Seattle
- 0604 Portland
- 0605 Japan
- 0606 Channel Cities
- 0607 San Jose



# North Jersey Section 0304 Today

**Membership Record — As of March 31, 1982**

T = Student    A = Associate    M = Member    S = Senior    F = Fellow    H = Honorary

| Code No.       | Section         | T  | A   | M    | S   | F  | H | Total |
|----------------|-----------------|----|-----|------|-----|----|---|-------|
| 0300           | Metropolitan    | 1  | 24  | 353  | 59  | 16 | 1 | 454   |
| 0301           | So. Connecticut |    | 13  | 199  | 35  | 3  |   | 250   |
| 0302           | Mid-Hudson      | 1  | 3   | 56   | 11  | 2  |   | 72    |
| 0303           | Long Island     | 3  | 165 | 413  | 34  | 12 |   | 627   |
| 0304           | North Jersey    | 4  | 30  | 644  | 54  | 6  |   | 738   |
| 0305           | New Haven       |    | 12  | 136  | 11  |    |   | 159   |
| 0306           | Greater Danbury |    | 16  | 101  | 13  | 4  |   | 134   |
| 0307           | Princeton       |    | 29  | 199  | 8   | 4  |   | 240   |
| 0308           | Thames Valley   |    | 10  | 71   | 11  | 1  |   | 93    |
| 0309           | Tappan Zee      | 1  | 6   | 127  | 22  | 3  |   | 159   |
| Total Region 3 |                 | 10 | 308 | 2299 | 258 | 51 | 1 | 2927  |

- Recognized 1964/1965 Membership Year
- 1994 Larry Turbett Memorial Scholarship
- Inspector / Technician of the Year Award
- ASQ North Jersey Newsletter
- Full Slate Of Officers In Website Records <sup>1982 IQC</sup>
- Active Section Website —  
<http://www.asqnorthjersey.org>

North Jersey: "Pride—Productivity—Profit," the Section's Third Annual All-Day Conference, will be held at Montclair State College in Montclair, N.J., on Nov. 13.

# ASQ New Jersey Section 0304

- As Of 2001 – Largest Section in 300 or 200
- Forth To Form In Region 0300 – Subsection NY

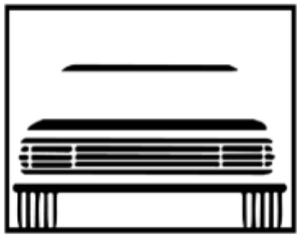
## M e m b e r s h i p   R e c o r d

TOTALS AS OF  
MARCH 31, 2001

### MEMBERSHIP CATEGORY

| SECTION                  | STU       | MBR         | SEN        | FEL       | HON      | TOTAL       |
|--------------------------|-----------|-------------|------------|-----------|----------|-------------|
| 300 Metropolitan         | 8         | 613         | 26         | 14        | 0        | 661         |
| 301 Southern Connecticut | 2         | 228         | 31         | 2         | 0        | 263         |
| 302 Mid-Hudson           | 1         | 131         | 12         | 4         | 0        | 148         |
| 303 Long Island          | 7         | 877         | 32         | 10        | 0        | 926         |
| <b>304 North Jersey</b>  | <b>16</b> | <b>1520</b> | <b>68</b>  | <b>8</b>  | <b>0</b> | <b>1612</b> |
| 305 New Haven            | 0         | 288         | 7          | 1         | 0        | 296         |
| 306 Greater Danbury      | 0         | 166         | 8          | 1         | 1        | 176         |
| 307 Princeton            | 30        | 1001        | 22         | 5         | 1        | 1059        |
| 308 Thames Valley        | 0         | 148         | 12         | 1         | 0        | 161         |
| 309 Tappan Zee           | 1         | 208         | 9          | 3         | 0        | 221         |
| <b>Total Region 3</b>    | <b>65</b> | <b>5180</b> | <b>227</b> | <b>49</b> | <b>2</b> | <b>5523</b> |





# ASQ Divisions



- Industry Focus - 11
  - Automotive
  - Aviation Space & Defense
  - Biomedical
  - Chemical & Process Ind
  - Design & Construction
  - Education
  - Electronics Communication
  - Energy & Environment
  - Food Drug & Cosmetic
  - Government
  - Healthcare
- Technology Focus - 14
  - Audit
  - Customer Supplier
  - Human Development & Lead
  - Inspection
  - Lean Enterprise
  - Measurement Quality
  - Reliability
  - Quality Management
  - Software
  - Six Sigma
  - Statistics



# USA Decline & Rebirth

- 1960's – 1970's – Many Industries in US Lost Quality Battle With Offshore Competition – Cost & Quality
- 1964 First Pan American Congress on Quality Control Held in Mexico
- 1964 Ford Motor Company – Q101 & GM – SPEAR
- 1965 ASQC – International Academy for Quality
- 1968 Industrial Quality Control Became Quality Progress
- 1968 ASQC started CQE
- Note Mid 1970's – The USA Automotive Industry Was Feeling Pressure (GM & Ford were the largest companies in the world at the time)

# Quality Explosion – Turnaround

|                         |   |
|-------------------------|---|
| <b>June 24, 1980</b> ★  | NBC aired the television documentary “If Japan Can, Why Can’t We?” narrated by Lloyd Dobyns – <a href="https://www.youtube.com/watch?v=vcG_Pmt_Ny4">https://www.youtube.com/watch?v=vcG_Pmt_Ny4</a> |
| <b>1980s</b>            | Professor Noriaki Kano developed the Kano model which classifies customer preferences into five categories: Attractive, One-Dimensional, Must-Be, Indifferent, Reverse                              |
| <b>1980</b>             | QCI International was founded by Donald Dewar   |
| <b>1981</b>             | Lancaster Medal First Awarded by ASQC   |
| <b>1981</b>             | <i>Quality Digest</i> – first issue published under the title <i>Quality Circle Digest</i>  |
| <b>@ 1981</b> ★         | Eastern Michigan University developing first Master in Quality with Ford Motor Co & W. Edwards Deming   |
| <b>1982</b>             | <i>Out of the Crisis</i> , published in 1982, Deming offers a theory of management based on his famous 14 Points for Management   |
| <b>@ 1982</b> ★         | Transformation of American Industry – jointly developed by Ford Motor, Jackson Community College & W. Edwards Deming  |
| <b>1984</b>             | The Register of Lead Assessors is created and evolves to the International Register of Certificated Auditors (IRCA)   |
| <b>1984</b>             | October is designated National Quality Month by USA Congress  |
| <b>1985</b>             | NASA Excellence Award is established  |
| <b>1985</b>             | Total Quality Management – USA Department of Defense drive for organizational improvements  |
| <b>1986-1988</b> ★      | Six Sigma formulated by Bill Smith in Motorola  |
| <b>1986</b>             | Masaaki Imai established the Kaizen Institute to help Western companies introduce Kaizen concepts, systems and tools  |
| <b>March 15, 1987</b> ★ | ISO issued the first version of the ISO 9000 series. (ISO 9001:1987)  |
| <b>1987</b> ★           | Malcolm Baldrige National Quality Award was established.  |
| <b>1987</b>             | <i>Quality Circle Digest</i> drops “Circle” from its name to become <i>Quality Digest</i>   |
| <b>1988</b>             | ASQ Certified Quality Auditor established   |
| <b>1988</b>             | ISO 9001:1988 Quality management systems – Requirements – 2 <sup>nd</sup> 1994, 3 <sup>rd</sup> 2000, 4 <sup>th</sup> 2008, 5 <sup>th</sup> 2015, 6 <sup>th</sup> 2022                              |
| <b>1988</b>             | Motorola becomes the first company to win Malcolm Baldrige National Quality Award   |
| <b>1988</b>             | Ford Motor Company created Supplier Quality Improvement (SQI) – first pre-launch supplier program in the USA (tied to APQP) – merged with SQA in 1993   |





# NBC – If Japan Can, Why Can't We

Deming Institute: On June 24, 1980, Americans widely viewed an NBC documentary called “If Japan Can... Why Can't We.” The program, part of NBC's White Paper series, prominently featured Dr. W. Edwards Deming. Produced by Clare Crawford-Mason and narrated by Lloyd Dobyns ...

## IF JAPAN CAN, WHY CAN'T WE? A RETROSPECTIVE

Posted on [December 5, 2015](#) | by [Nicole Radziwill](#) | [5 comments](#)



June 24, 1980 is kind of like July 4, 1776 for quality management... that's the pivotal day that NBC News aired its one hour and 16 minute documentary called “If Japan Can, Why Can't We?” introducing W. Edwards Deming and his methods to the American public.

The video has been unavailable for years, but as of 2018, it's posted on YouTube. So my sophomore undergrads in Production & Operations Management took a step back in

time to get a taste of the environment in the manufacturing industry in the late 1970's, and watched it during class.



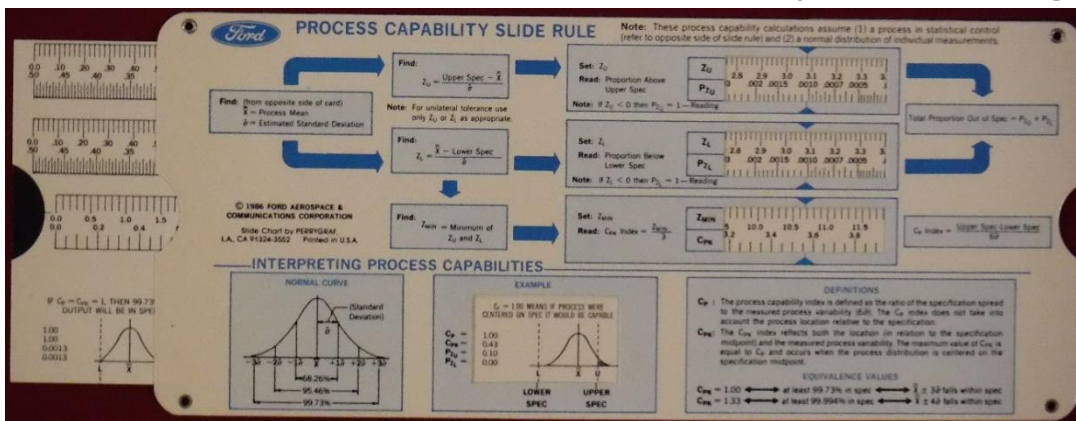
[https://www.youtube.com/watch?v=vcG\\_Pmt\\_Ny4](https://www.youtube.com/watch?v=vcG_Pmt_Ny4)

# Transformation of American Industry

- Ford Motor Company, Jackson Community College and PQ Systems (Michael J. Cleary) with Dr. W. Edwards Deming
- Focus on Community Colleges



Michael J. Cleary, David Schwinn, and W. Edwards Deming at Ford Motor Company in 1984.





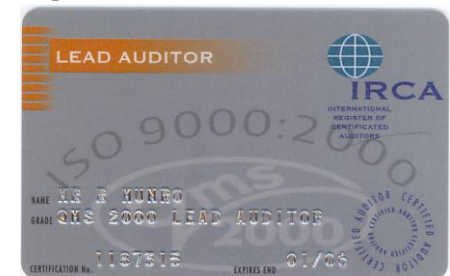
# Quality Standards



- MIL STD 9858A:1963 (MIL-Q-9858:1956) & BSI 5750:1979
- 1964 Auto Industry Surveys: Supplier Quality Assurance (SQA), Q101 and SPEAR
- Automotive Industry Quality Programs: Pentastar, Q1 & Targets for Excellence
- ISO/ANSI/ASQ Q9001:1988, 1994, 2000, 2008, 2015, TBD
- Quality System Requirements - QS 9000:1994, 1996, 1998
- ISO 14001:1996, 2004, 2015, TBD
- OHSAS 18001:1999, 2007 / ISO 45001:2018, TDB
- ISO/TS 16949:1999, 2002, 2009 / IATF 16949:2016
- EnMS – ISO:50001, BCMS – ISO:22301, others

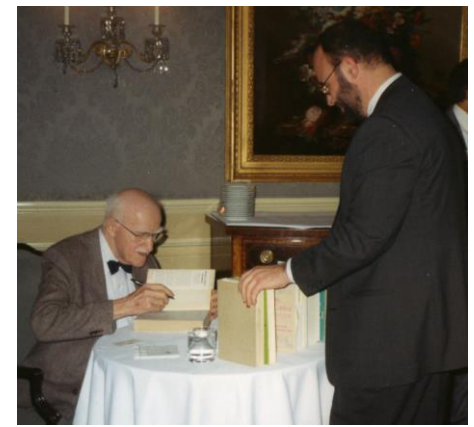
# Quality 4.0 Preparation

- 1986 Achieves at University of Illinois
- 1997 ASQC Becomes ASQ
- 1988 ISO Releases First ISO 9001
- 1989 Malcolm Baldrige National Quality Award
- 1990 Registration Accreditation Board (RAB)
- 2001 ASQ Purchased First Building At 600 Plankinton Ave. Milwaukee, WI





# Recent Items of Note

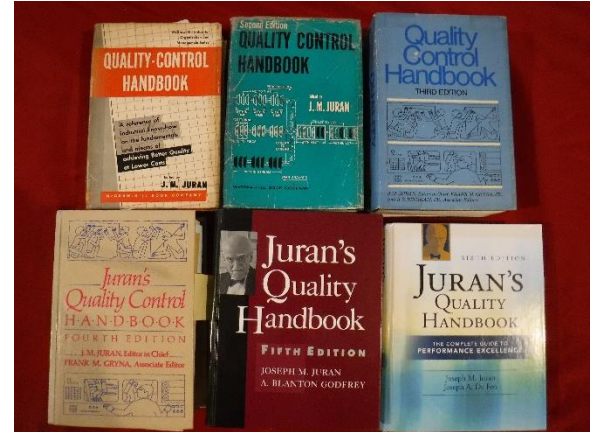


|             |   |   |
|-------------|---|---|
| <b>2015</b> | ★ | ISO issued the ISO 9001:2015 & ISO 14001:2015 under Annex SL  |
| <b>2015</b> | ★ | ISO 9001:2015 Quality management systems - Requirements   |
| <b>2016</b> |   | International Automotive Task Force (IATF) - IATF 16949:2016  |
| <b>2015</b> |   | ISO 14001:2015 Environmental management systems - Requirements  |
| <b>2017</b> |   | The CQI launches the inaugural International Quality Awards   |
| <b>2017</b> |   | Hromi Medal First Awarded by ASQ  |
| <b>2018</b> | ★ | ISO 45001:2018 Occupational Health and Safety management systems - Requirements - replaces OHSAS 18001  |
| <b>2019</b> |   | ISO 22301:2019 Security and resilience - Business continuity management systems - Requirements released |
| <b>2020</b> |   | COVID-19 world wide pandemic - things become more virtual   |

**WORLD QUALITY WEEK 2021**  
8-12 November 2021

**Sustainability: improving our products, people and planet**

**Celebrate World Quality Week #WQW21**





## 40 Years Of Lessons Learned

- Get Everyone In The Organization Involved
- Innovation Is A Learned Skill
- History Is Important – Deming Was Right
- Empower People To Make Improvements
- Give People The “Why” – They Will Figure Out The “How”
- Enjoy What You Do





**Quality**  
MAGAZINE

# Summary



- Quality Is Not Just A Department Anymore
- The History Of Continual Improvement – Hawthorne Experiments & Fusion Mgt
- Timeless Lessons
  - How People Respond
  - Culture Is Powerful
  - Data To Support Strategy
  - Management Engagement



**QUALITYDIGEST™**

## *For the ASQ North Jersey Section*

“A Short History of ASQ  
and the Quality Profession”

*Thank You for Your Participation*

**Gretchen Peterson, MLIS**

Knowledge Management Specialist

414-274-2225 | [gpeterson@asq.org](mailto:gpeterson@asq.org)

[www.ramquniverse.com](http://www.ramquniverse.com)

[www.rentablackbelt.com](http://www.rentablackbelt.com)

