



Principiile de calitate ale lui Deming - aplicatii medicale

Dr. Alexandru Horaicu

W. Edwards Deming



W. Edwards Deming

Inginer, statistician, autor, profesor, consultant de management ...





W. Edwards Deming

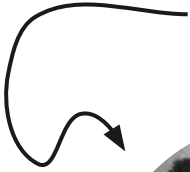
statistician





W. Edwards Deming

statistician



Walter A. Shewhart

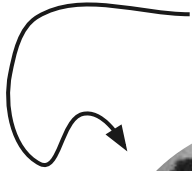




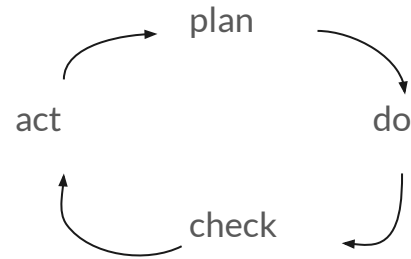
W. Edwards Deming



statistician



Walter A. Shewhart



PDCA

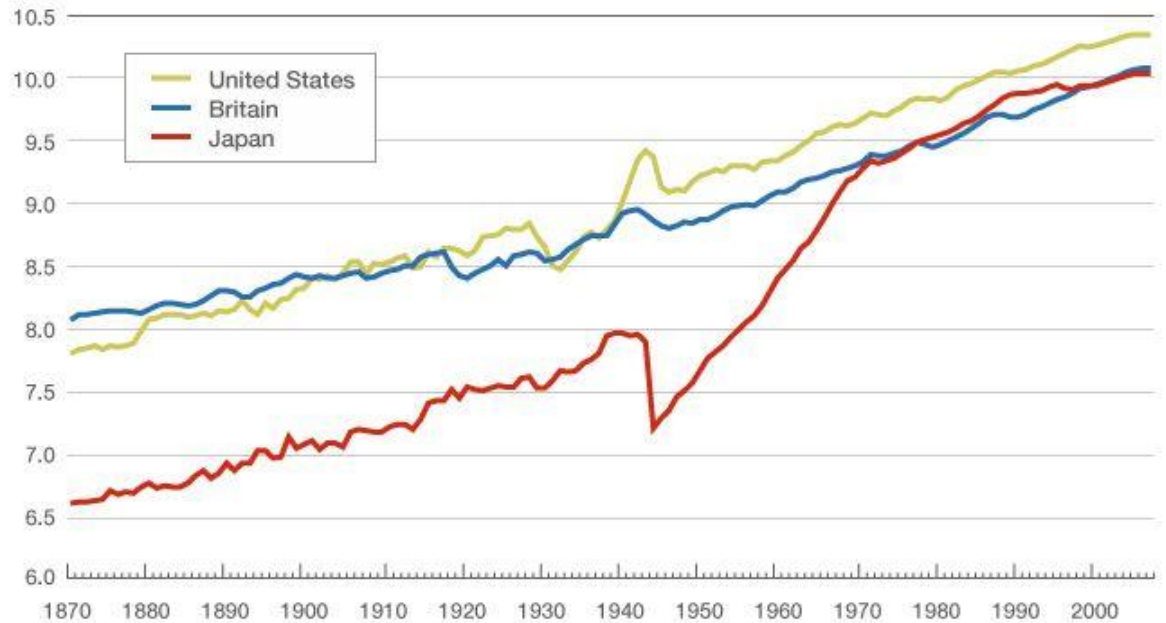
Principiile cheie



01	CREATE PURPOSE FOR IMPROVEMENT	08	DRIVE OUT FEAR
02	ADOPT THE NEW PHILOSOPHY	09	BREAK DOWN SILOS
03	CEASE DEPENDENCE ON INSPECTION TO ACHIEVE QUALITY	10	NO SLOGANS
04	WORK WITH ONE SUPPLIER TO REDUCE COST	11	NO QUOTAS OR NUMERICAL GOALS
05	CONTINUOUS IMPROVEMENT	12	REMOVE ANNUAL RATINGS OR MERIT SYSTEM
06	ON-THE-JOB TRAINING	13	INSTITUTE EDUCATION AND SELF-IMPROVEMENT PROGRAMS
07	LEADERSHIP	14	INVOLVE ALL WORKERS IN THE TRANSFORMATION

Miraculul economic nipon

Growth in Real Per Capita GDP in Japan, Britain, and the US, 1870–2008
(Natural log of per capita GDP in 1990 international Geary-Khamis dollars)



Source: The Maddison-Project
(<http://www.ggdc.net/maddison/maddison-project/home.htm>, 2013 version).

**Miracolul
economic
nipon**



SONY

Canon



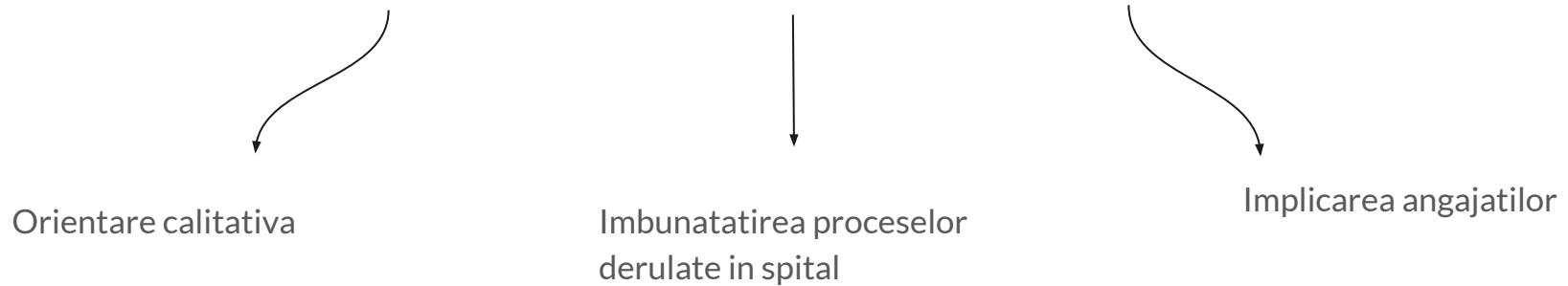




PROCES DE IMBUNATATIRE CONTINUA A CALITATII



PROCES DE IMBUNATATIRE CONTINUA A CALITATII







“A bad system will beat a good person every time”

“Every system is perfectly designed to get the results it gets”