



Juran on Leadership for Quality

J. M. Juran

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This is a step-by-step guide on the application of the concepts of planning, controlling and improving, the "Juran Trilogy", to quality leadership. Each concept is accompanied by a series of actions, and Juran gives criteria for selective project-by-project improvements and for picking a team to carry them out. The author offers a time-table for their implementation and directs the formation of an ongoing quality council. Case studies of improvements in various companies such as Bethlehem Steel and Florida Power are also included. The author has received many awards including the Second Class of the Order of the Sacred Treasure given by the Emperor of Japan for quality control in Japan.

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