

55th EOQ Congress
World Quality Congress
Budapest, Hungary - June 20-23, 2011

"Navigating Global Quality in a New Era"



June 21, 2011 (Tuesday) 55th EOQ Congress

CONCURRENT SESSIONS
KEMPINSKI HOTEL CORVINUS

Tuesday 13:30 – 17:30
Erzsébet tér 7-8, Budapest V.

REGINA BALLROOM III.

Tuesday 15:30 – 17:30

12.2. MANAGEMENT OF QUALITY OR QUALITY OF MANAGEMENT II.

Session Chair: *Asbjørn Aune, Norwegian University for Science and Technology, Norway*

16.00 New Times, New Songs

Yuri P. Adler and Vladimir Shper, Moscow State Institute of Steel and Alloys, Russia

Adler, Yuri P. (Russia)

He graduated from Moscow State Institute of Steel and Alloys (MSISA) in 1960 and proved a doctoral thesis: "Methodological aspects of experimental design (with examples from chemistry and metallurgy)" in 1965. Now he is Professor-Consultant of the Moscow State Institute of Steel and Alloys from 1997 and Senior Researcher in the center "Metalcertificate" (a part of MSISA). He is an independent consultant in the areas of development and implementation of quality systems and applied statistics from 1992 to 1995.

Earlier he was Senior Researcher in the Department of Experimental Design and Statistical Quality Control in State Institute of Rare Metals and Semiconductors. Dr. Yuri Adler is an Academician of the Russian Academy for Quality from 1996. He is also member of the American Society for Quality (ASQ) from 2000 and Senior Member from 2004. He is a member of Directorial Board of International Guild of Quality Professionals from 2000 and President from 2008. He has been a member of the Ukrainian Quality Association from 1990, Serbian Society for Quality from 1998, Israel Society for Quality from 2008.

Shper, Vladimir L.

Vladimir L. Shper was born in Noginsk (near from Moscow) in 1946. He graduated from Moscow State Institute of Steel and Alloys (MSIS&A) in 1970 and proved his doctoral thesis: "The Development of Methods for Reliability Analysis of Power Semiconductor Devices" in 1985.

Dr. V. Shper has been Senior Researcher in the Russian Electrotechnical Institute since 1973 and Senior Researcher in the center "Metalcertificate" (a part of MSIS&A) since 2000. He is a member of Editor's staff of the journal "Quality Management Methods"; an associated professor in MSIS&A and a lecturer in Business School of Moscow Power Institute. He is also an Academician of the Russian Academy for Quality since 1999, a member of the American Society for Quality since 2000, and a member of International Guild of Quality Professionals. He is an author of two books and more than 200 papers. He translated and edited more than ten books from English into Russian about TQM, SPC, Lean Production, Six Sigma and so on. He is an expert in development and implementation of modern quality systems, SPC (Statistical Process Control) and reliability analysis.

"New times, new songs".

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Both from Moscow State Institute of Steel and Alloys

Abstract

This paper continues our investigations of principles of the so-called "Good Management." Some preliminary results were presented at the conferences in Kazakhstan and Israel in 2010 and in a number of papers in different journals. Here we have widened our list of gurus and analyzed different approaches from the viewpoint of W. Deming' system of Profound Knowledge. We have used the Affinity Diagram in order to distribute the principles of different authors in accordance with the system of Profound Knowledge. Besides we suggested our system of good management that is based only on three principles:

- The understanding of people;
- The understanding of systems;
- The understanding of variability of our world.

It is outlined that except W. Deming all other gurus don't pay their attention to the understanding of variability. Such underestimate seems dangerous to us 'cause the world we're living in is inundated with different evidences of the role that randomness is playing nowadays. So we think that we must crave for wide spread of statistical thinking among all layers of population in all countries. Only a good balanced combination of abovementioned principles can help the mankind to create the new management of the 21st century – management where nobody will manage ... by objectives, by numbers, by specific and measurable goals, by profit growth, etc.