

Comparisons of the Quality Gurus. Prep for possible PMP exam Quality Questions

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Basic orientation toward quality	Technical	Process	Motivational	Technical, proactive
What is quality?	Nonfaulty systems	Fitness for use; freedom from trouble	Conformance to requirements	Customer's performance requirements
Goal of quality	Meet/exceed customer needs; continuous improvement	Please customer; continuous improvement	Continuous improvement; zero defects	Meet customer requirements; continuous improvement
Methods for achieving quality	Statistical; constancy of purpose; continual improvement; cooperation between functions	Cost of quality; quality trilogy: planning, control, improvement	14-point framework;	Statistical methods such as Loss Function; eliminating variations of design characteristics and "noise" through robust design and processes.
Chief elements of implementation	14-point program	Breakthrough projects; quality council; quality teams	14-step program ; cost of quality; quality management "maturity grid"	Statistical design of experiments ; quality teams
Most famous for...	Plan ~ Do ~ Check ~ Act cycle	Responsibility for quality is on management. Very into the Pareto Principle	Zero Defects	Taguchi methodology involving prototyping.

