

WHAT YOU NEED TO KNOW ABOUT

Joseph M. Juran



Early Life

Born in Romania in 1904. In 1912 his family emigrated to America. Aside from being a prodigious chess player and mathematician, he gained his degree in Electrical Engineering from University of Minnesota.



Career

In 1924, Juran joined Western Electric's Hawthorne Works. Here he worked with Bell Labs to gain an understanding of statistics and quality control. He gained a law degree in 1935 before becoming a Professor at New York University.



Pareto

During the 1940s, Juran started to apply the work of Vilfredo Pareto to wider quality issues. Pareto's 80/20 rule often referred to as 'the vital few and the trivial many' was adapted by Juran to 'the vital few and the useful many'.



Japan

In the 1950s the Union of Japanese Scientists and Engineers invited him to Japan. Juran lectured at many universities and advised key business leaders. Juran's expertise in quality control marked a transition in Japan's towards what we now call total quality control.



Quality control

In 1951, Juran released his classic Quality Control Handbook and this remains a key text for quality managers. The book has grown from 15 to 52 chapters! His writing revolved around the Juran trilogy: quality planning, control and improvement.



Other

Juran was instrumental in transferring quality knowledge between the East and West. In 1979 the Juran Institute was founded in Connecticut and provided international training, certification and consulting in Lean and Six Sigma methodologies.