

WHAT YOU NEED TO KNOW ABOUT

W. Edwards Deming



Education

Degree in Engineering from the University of Wyoming (1921). Followed by a Masters in Maths and Physics from University of Colorado. In 1928 he gained his Doctorate in Mathematical Physics from Yale University.



Career

Deming was a professor of statistics at New York University's graduate school of business administration from 1946 to 1993. He also taught at Columbia University's graduate school of business.



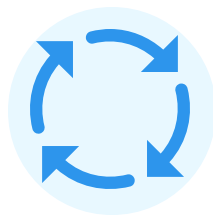
Key work

Deming was a disciple of Walter Shewhart, the originator of the concepts of statistical control of processes. In the 1930s he studied in England before undertaking key statistical work in post-war Japan.



Awards

The Japanese Prime Minister awarded Deming the Order of the Sacred Treasure, Second Class in 1960 in recognition of his involvement in the re-birth of the Japanese economy. In 1991 he was inducted into the Automotive Hall of Fame.



Key Theories

Deming is a convert of what we call Total Quality Management (TQM). It is worth looking up his: 14 points for management, his 7 deadly diseases of management, his work on Plan-Do-Check-Act aka 'The Deming Wheel'.



Famous Quotes

Deming is famous for many of his insightful quotes relating to improvement. These include: 'without data you're just another person with an opinion', 'quality is everyone's responsibility' and 'without questions there is no learning'.