W. Edwards Deming Video Worksheet

Part 1:

Who is the enemy of American Production? Japan

Why?

Whose principles were attributed to Japan’s industrial success? Deming

Why?

Why was American industry doing disastrously after WW2?

Why?

What’s American Industry’s downfall per Deming? Knowledge

Why?

What was the “key message” embedded into Deming’s teaching techniques?

People

Statistics played a huge part in Deming’s teachings.

What is the use of statistics called in the video?

Statistical Process Control (Six Sigma)

In 1950, Deming went to Japan.

Japan had established a world-wide reputation for \_\_\_\_\_\_\_\_ quality. Poor

Deming said that “in \_\_ years, the world would know about Japanese Quality and manufacturers the world over would be screaming for protection”. Five

Deming:

Then there is \_\_\_ in work... you belong. You have done a good job ad you had a chance to do it...that’s al people ask for...” Joy

Kobayashi:

“Quality Control is about \_\_\_\_\_ not products” people

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Part 2:

The Deming Prize is awarded for \_\_\_\_ \_\_\_\_. “Continuous Improvement”

The Quality Circle in the video is shown as the \_\_\_\_ cycle “PDCA”

End of war:

Quality of American Goods was\_\_\_\_\_\_\_, even questionable adequate

Fallacy:

“American success was attributed to the war, not to its \_\_\_\_ skills” management

The \_\_\_ \_\_\_\_ quotients cannot be measured. most important

Training:

Why was America losing out to Japan? Group interpretation

Ford:

Fundamentally important \_\_\_\_ are in Deming’s basic management principles ...Respect for the human being” People

The poor quality of American Cars was to blame.

Japanese theory: from Deming: striving for \_\_\_\_ \_\_\_\_\_. Continuous Improvement

Continuous Improvement to so little variation.

There is no \_\_\_\_ \_\_\_\_ quick fix

American managers want a Chinese menu...why doesn’t it work that way?

Group Interpretation

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Part 3:

Who was the first American company to win the Deming Prize? Florida Power & Light

What did FP&L do differently?

Workers were involved in improvements

Binoculars

Computer warnings

Workers were consulted: injury rates went down.

Power cuts: tree pruning

Focus on fastest growing trees

Variation discussion:

Employees: One is at the top & one is at the bottom no matter what.

Individual rewards: why is it harmful?

Reward systems emphasize the results of the team rather than the individual

What does the “Red Bead” experiment demonstrate?

Willing workers & Quality Inspectors

Willing Workers cannot make white beads in a bad system.

Johnny: Best worker gets an increase in pay: best worker day 1

Johnny fails in day 2: the raise went to his head:

Why did Johnny fail? Variation in the system

“What out-does competitiveness”? Cooperation

We are destroying ourselves: Why?

You need to be in crisis to pay attention: we are in \_\_\_\_\_\_ and we don’t know it. crisis