



The 110th Anniversary of the Birth
of the Great Quality Management
Guru Joseph M. JURAN

The Quality Trilogy A Universal Approach to Managing for Quality

Joseph M. JURAN

Abstract

Dr. Juran left us with many important fundamental methods and tools during his years as the leading expert in the field of Quality Management.

The Juran Quality Trilogy is made up of three important managerial tools that work together to help organizations realize the full benefits of Quality Management in the pursuit of Quality Leadership. Dr. Juran's Trilogy represents the concepts of Quality Planning, Quality Control, and Quality Improvement. In the Six Sigma language, the Quality Planning and Quality Improvement processes are called DMADV and DMAIC. Juran referred to these processes as „universal“. These processes represent the sequences of events to effectively Plan, Control, and Improve Quality. These processes have been used widely in all industries around the world for many years.

Keywords: *Quality, Quality Management, Juran, Quality Trilogy, Plan, Control, Improvement.*