

- HISTORY OF QUALITY -

22 January 1901	Sir John Wolfe-Barry, the man who designed London's Tower Bridge, instigated the Council of the Institution of Civil Engineers to form a committee to consider standardizing iron and steel sections.
1911	Frederick W. Taylor published "The Principles of Scientific Management."
1924	Walter A. Shewhart, a statistician at Bell Laboratories, developed the control charts and principles of statistical process control.
1925	Sir Ronald Fisher published the book Statistical Methods for Research Workers and introduced the concept of ANOVA.
1937	Joseph Juran introduced the Pareto Principle as a means of narrowing on the vital few.
1940	Harold F. Dodge and Harry G. Roming developed the Acceptance Sampling Plan.
1943	Kaoru Ishikawa developed the Cause and Effect Diagram, also known as fishbone diagram.
1946	The Japanese Union of Scientists and Engineering (JUSE) was established.
1946	The International Organization for Standardization was founded in Geneva, Switzerland.
16 February 1946	The American Society for Quality Control (ASQC) was formed.
1947	Dr. Edwards Deming was sent to Japan to help the country rejuvenate their industries.
1950	Genrich Altshuller developed the theory of inventive problem solving (TRIZ).
1951	Deming prize instituted.
1951	Juran published the first edition of "Quality Control Handbook."
1954	Juran's reputation in quality management led the Union of Japanese Scientists and Engineers to invite him to Japan.
1960	The first "quality control circles" were formed in Japan and simple statistical methods were used for quality improvement.
1960s	The concept of Kaizen developed.
1961-1964	The concept of Poka Yoke developed by Shingeo Shingo.
1966	Dr. Yoji Akao, introduced Quality Function Deployment (QFD) Methodology.

1968	Kaoru Ishikawa published the “Guide to Quality Control.”
1969	Dr. Shingo Shigeo, as part of JIT, pioneered the concept of Single Minute Exchange of Dies.
1969	Ishikawa emphasized the use of Seven Quality Tools.
1969	ASQC co-sponsors the first International Congress in Quality Control, hosted by the Union of Japanese Scientists and Engineers in Tokyo.
1970s	Dr. Taguchi promoted the concept of Quality Loss Function.
1977	International Association for Quality Circles was founded.
1979	BS 5750 was issued. This was later replaced with ISO 9001:1987.
1979	Philip Crosby published his book "Quality is Free."
24 June 1980	NBC aired the television documentary "If Japan Can, Why Can't We?"
1980s	Professor Noriaki Kano developed the Kano Model, which classifies customer preferences into five categories: Attractive, One-Dimensional, Must-Be, Indifferent, and Reverse.
1982	In “Out of the Crisis,” originally published in 1982, Deming offers a theory of management based on his famous 14 Points for Management.
1986	Six Sigma was formulated by Bill Smith in Motorola.
1986	Masaaki Imai established the Kaizen Institute to help Western companies introduce Kaizen concepts, systems and tools.
15 March 1987	ISO issued the first version of the ISO 9000 series.
1987	Malcolm Baldrige National Quality Award was established.
1988	Motorola becomes the first company to win Malcolm Baldrige National Quality Award.
15 September 1988	Presidents of 14 European companies came together to create the European Foundation for Quality Management.
1994	QS9000 quality standard was developed by a joint effort of the 'Big Three' automakers, General Motors, Chrysler and Ford.
1994	ISO issued the second version of the ISO 9000 series.
1995	General Electric (GE) launched the Six Sigma initiative.
1997	ASQC drops 'Control' from its name and becomes ASQ.
1999	ISO/TS 16949 1st Edition was released.
2000	ISO issued the third version of the ISO 9000 series.
2008	ISO issued the fourth version of the ISO 9000 series.