

OPTIMUM Q nr. 2 / 2010

V21 (2) A₁ - Joseph Moses Juran - ÎMBUNĂȚIREA RELAȚIILOR DINTRE SPECIALIȘTI ȘI PERSONALUL DE EXECUȚIE – UN SPRIJIN DIN PARTEA ANTROPOLOGILOR¹

(Improving the Relationship between Staff and Line – An Assist from the Anthropologists)

Abstract: *The UNESCO experiences make it clear that cultural patterns are a vital factor in resistance to technical change, and that there are established ways for the technical expert to deal successfully with these cultural patterns. These same experiences and solutions have direct application to the industrial problems of the staff and line relationship. In fact, the universal nature of the principles involved suggested their adoption as training material for business schools, executive training programs, and company training programs generally. In this article, Dr. Juran discusses the price that is commonly paid for improved effectiveness. He relates the resulting strained relationship between line and staff personnel to the impact of new technical ideas on members of established societies ("cultures"). He offers recommendations to remedy this occurrence.*

Key words: *cultural patterns, company, management, human resources, anthropology, relationships*

V21 (2) A₂ - Joseph Moses Juran² MODELELE CULTURALE ȘI CONTROLUL CALITĂȚII

(Cultural Patterns and Quality Control)

Abstract: *Introduction of modern quality control techniques has an impact on the factory in two aspects: (a)The technical aspect, involving change in processes, instruments records, and other technical features of the operation and (b)The social aspect, involving changes in human, status, habits, relationships, scale of values, language, and other features of the cultural pattern of the shop. The main resistance to change is due to the disturbance of the cultural pattern of the shop. The problem of introducing technical change into a factory involves the same obstacles and solutions as are found in general problems of introducing technical change into cultural patterns.*

Key Words: *factory, quality management, quality control, cultural pattern, technical change, change resistance, control diagram*

¹ Acest articol a fost publicat pentru prima dată în anul 1956. Traducere autorizată: prof.univ.dr.ing. Nicolae - George Drăgulănescu. Translated and printed with the permission from Juran Institute, Inc., USA (NT)

V21 (2) A₃ Joseph Moses Juran³ **CELE DOUĂ LUMI ALE CONTROLULUI CALITĂȚII**⁴

(The Two Worlds of Quality Control)

Abstract: *Organizations should not only focus on achieving quantitative aspects, but qualitative aspects as well. The organizations must make sure that the quality of product meets the need of customers and the business. The survival of a business depends on its ability to meet the quality needs of society. The quality standards with regard to products can be achieved after thorough market research, product development, inspection, product design, and process development. A market research boils down to one aspect viz. identifying the quality needs of customers. The paper examines in detail the two aspects of 'quality control.'*

Key words: *Quality Control, Product Marketing, Product Development, Marketing Research, Business Operations, Research & Development*

V21 (2) A₄ - Joseph Moses Juran⁵ - **FENOMENUL <QC CIRCLE>**⁶

(The QC Circle Phenomenon)

Abstract: *This article describes in detail the QC Circle movement in Japan. Reasons for its success are examined and comparisons made to other national industrial patterns.*

Key Words: *management, quality control (QC), QC circles, Japan*

V 21 (2) A₅ Joseph Moses Juran⁷ **<CERCURILE PENTRU CONTROLUL CALITĂȚII> DIN JAPONIA - ÎNTREBĂRI ȘI RĂSPUNSURI**⁸

(The Japanese QC Circles: Questions and Answers)

³ Consultant (1904, România – 2008, SUA) (NT)

⁴ Acest articol a fost publicat prima dată în 1964. Traducere autorizată: prof.univ.dr.ing. Nicolae-George Drăgulănescu. *Translated and printed with the permission from Juran Institute, Inc., USA* (NT)

⁵ Consultant (1904, România – 2008, SUA) (NT)

⁶ Acest articol a fost publicat pentru prima dată de *Industrial Quality Control*, Vol. 23, No. 7, January 1967, pp. 329-336 - o revistă editată de asociația American Society for Quality Control, ASQC, actualmente American Society for Quality, ASQ. Traducere autorizată: prof.univ.dr.ing. Nicolae-George Drăgulănescu. *Translated and printed with the permission from Juran Institute, Inc., USA* (NT)

⁷ Consultant (1904, România – 2008, SUA) (NT)

⁸ Acest articol a fost publicat pentru prima dată în anul 1967, de publicația „Quality” din SUA, în urma unei conferințe din Suedia, în 1966. Traducere autorizată: prof.univ.dr.ing. Nicolae - George Drăgulănescu. *Translated and printed with the permission from Juran Institute, Inc., USA* (NT)

Abstract: *This paper is a summary of a Q&A session moderated by the author, within the 1966 EOQC Conference in Stockholm, about Japanese QC Circles foundation and operation.*

Key words: *quality control, QC circle, operation, Japanese experience*

V21 (2) A₆ Joseph Moses Juran⁹ - **CUM NE MOBILIZĂM PENTRU DECENIUL AL 7-LEA¹⁰**
(Mobilizing for the 1970's)

Abstract: *Industry must lead the way in setting policies and goals to protect the user, says this well-known consultant.*

Key words: *products, services, quality management, quality control, characteristics, fitness for use*

V21 (2) A₇ Joseph Moses Juran¹¹ **CONTROLUL CALITĂȚII SERVICIULUI – SIMPOZIONUL JAPONEZ DIN 1974¹²**

(Quality Control of Service -- the 1974 Japanese Symposium)

Abstract: *Joseph M. Juran, often called the dean of modern quality control, summarizes presentations made at what may be the first conference ever devoted to quality control in the service industries.*

Key words: *quality control, service industry, service characteristics, symposium, papers*

⁹ Consultant (1904, România – 2008, SUA) (NT)

¹⁰ Acest articol a fost publicat în *Quality Progress*, Vol. 2, No. 8, August 1969, pp. 8-17 - revistă editată de asociația American Society for Quality Control, actualmente American Society for Quality. Traducere autorizată: prof.univ.dr.ing. Nicolae - George Drăgulănescu. *Translated and printed with the permission from Juran Institute, Inc., USA* (NT)

¹¹ Inginer consultant pentru management, Membru al Asociației Americane de Management, (1904, România – 2008, SUA) (NT)

¹² Acest articol a fost publicat pentru prima dată în anul 1975, în revista *Quality Progress*, vol. 8; nr. 4; aprilie 1975, pag. 10-13, editată de American Society for Quality, ASQ. Traducere autorizată: prof.univ.dr.ing. Nicolae - George Drăgulănescu. *Translated and printed with the permission from Juran Institute, Inc., USA* (NT)