

The Evolution of the Quality Movement and its Challenges to the Reliability Community

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Abstract

The quality Movement is growing strong, sometimes under different names as Total Quality Management, Organisational Excellence, Six Sigma etc. Anyhow, at its core is achieving customer satisfaction and avoiding customer dissatisfaction. The latter concept is closely related to Reliability. I will discuss the evolution of the quality movement and its challenges to the reliability community. A common concept is variation. How do we handle variation and different types of variation in our reliability models?