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# TOTAL QUALITY MANAGEMENT

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## 12. HISTORY OF QUALITY

- 12.1. Quality has been an integral part of manufacturing since the pre-Industrial Revolution. The pre-Industrial Revolution was characterised by the use of hand tools and a highly skilled labour force. Quality was maintained through a system of apprenticeship and a strong sense of pride in workmanship.
- 12.2. The Industrial Revolution brought about a change in the way quality was maintained. The use of machinery and the division of labour led to a loss of pride in workmanship and a decline in quality. The need for a systematic approach to quality control was recognised.
- 12.3. The first systematic approach to quality control was developed by Walter A. Shewhart in 1924. He introduced the concept of statistical process control (SPC) and the use of control charts to monitor and control the quality of a process.
- 12.4. The next major development in quality control was the work of W. Edwards Deming in the 1940s. He introduced the concept of total quality management (TQM) and the use of statistical methods to improve the quality of a process.
- 12.5. The final major development in quality control was the work of Joseph M. Juran in the 1950s. He introduced the concept of quality management and the use of statistical methods to improve the quality of a process.
- 12.6. The history of quality control is a story of continuous improvement. It is a story of the search for better ways to produce better products. It is a story of the quest for excellence.

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