



Activity: Deming / Juran - A Comparison

Individual and Team Exercises

1. Review and compare Deming's 14 points to Juran's 10 points.

2. Identify three points that you feel are most significant to your organization in helping it to improve and list the reasons why. Support your opinions with data where possible.



3. What can/should “management” do differently from today to support each of the three points?

4. What can you do personally to support the three points?

5. Discuss your opinions and suggested actions with your team.
