



## OPENING SHOT

Jack Champaigne | Editor | *The Shot Peener*

# In Homage to W. Edwards Deming

(or “My Musings While at Home During the COVID-19 Pandemic”)

**I READ** a pamphlet many years ago about Six Sigma statistical quality control as practiced in Japan. I was thoroughly impressed with the concept and wished I could apply those practices in my business. I started collecting data and reviewing my progress, but it was much later that I started using histogram charts with Six Sigma limits that I really understood process control.

I’m still obsessed with process control and these are quotes I recently found about quality:

- Management by results—like driving a car by looking in rear view mirror.
- A company could put a top man at every position and be swallowed by a competitor with people only half as good, but who are working together.
- No one can guess the future loss of business from a dissatisfied customer. The cost to replace a defective item on the production line is fairly easy to estimate, but the cost of a defective item that goes out to a customer defies measure.
- Our system of make-and-inspect, which if applied to making toast would be expressed: “You burn, I’ll scrape.”
- Every system is perfectly designed to get the results it gets.



Dr. W. Edwards Deming

These are famous quotes from an esteemed leader in the field of Total Quality Management (TQM) and many people will realize I’m talking about Dr. W. Edwards Deming. Dr. Deming is the internationally respected authority in the field of statistics, especially the sampling theory as well as its practice. Dr. Deming is one of the founders of statistical quality control in the U.S. From 1950 and onward, he provided a considerable contribution to post-war Japan in order to develop and advance the statistical quality control in the country. For his efforts, he was awarded the Second Order of the Sacred Treasure by the Japanese Government.

The Deming Prize was established in 1951 in further recognition of Dr. Deming’s contribution to statistical quality control in Japan after World War II. The Deming Prize, given to individuals for their contribution to TQM and businesses that successfully implement TQM, is the oldest and one of the highest TQM awards in the world. The award is so revered in Japan that the awards ceremony is broadcast every year on Japan’s national television.

I greatly admire Dr. Deming and even though he was born in 1900 and passed away in 1993, his work is still relevant today.

And speaking of quality, don’t miss the article on how shot peening industry leaders navigated their businesses through the COVID-19 pandemic (page six). Most companies in our industry stayed open as essential businesses—defined as manufacturers and distributors of food and beverages, healthcare providers, transporters of essential goods, and businesses that support critical infrastructure—and we had to make adjustments to keep our employees healthy and plan for the future. ●

## THE SHOT PEENER

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