

Mgm375-1502b-01 essay



**ASSIGN
BUSTER**

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Part OneCompany A had written back that it was planning to implement the Juran program but had not yet begun. We have found that benchmarking is one of the crucial purposes in the Juran program. As time goes on, benchmarking has progressed to become one of the elements of a business performance toolkit. As a matter of fact it is an essential element that is utilized by a wide variety of industries.

If it is executed in the correct fashion, benchmarking could be a powerful focal point for the industries, bringing home the facts and then convincing the company the need to move forward in the improvement strategies. It is one of the tools in the toolkit that will provide the foundation for accomplishment of excellence (Cameron & Green, 2004). Company B had written back that it was planning to implement the Crosby program but had not yet begun. We have learned that Crosby's program integrates a program for Total Quality Management attempts. Crosby believes that it costs money to achieve quality compared to it costing more money when quality is not accomplished.

He believes if a company manufactures a part correctly the first time, quality is free but on the other hand, if the part is manufactured wrong or there is scrap, it could be costly. Crosby has promoted his basic thoughts into four Absolutes of Quality Management: 1. An industry or company should express quality as something that conforms to company, stakeholder, or customer

requirements and not as something that is “ good” or “ flawless””. In other words quality does not mean goodness but means conformance to requirements (Fredendall & Hill, 2011). 2. The method for causing quality is prevention, not appraisal.

This means from the...