

# 2-easy discussion questions

[Technology](#), [Information Technology](#)



1. One of Demings guides to quality improvement is through creating constancy of purpose towards improvement of products and services. This principle follows that the customer should be the focus of all organizational activities including production and quality control. To attain zero defects in product, goals should be integrated into product design, production and selling processes so that it is according to the customers specifications. Since the customers specifications are integrated into every step of the production and marketing line, quality improvement shall be observed throughout the quality cycle.
2. The Fishbone diagram introduced by Kaoru Ishikawa and the Pareto chart by Alfred Pareto are two important analytical tools which use cause-and-effect diagrams to understand problem situations. The difference between the two in terms of function is that the Fishbone diagram is used as an analytical tool to identify the root causes (and sub causes) of the effect (the problem) in a diagram form. For example the Riordan HR projects inefficient HRIS problem can be analyzed by plotting its main causes - material, man, management, equipment, measurements or environment, which lead to an inefficient information system on a fishbone. Once the cause is found, a learning cycle is used to resolve the problem and improve the process. On the other hand the Pareto Chart is a bar graph which arranges problems in priority of importance. The function of the Pareto chart is to find solutions for improvements by identifying the major problems in terms of frequency, cost and/or time. For example a Pareto chart can be used to analyze which of the main factors, that is people, management, equipment, measurements, material or environment in order of significance of effect on inefficiency on

the HRIS. This way the organization can focus on finding solutions to the problem in order of importance.

Reference

E-text

Riordan HR Project