

about the issue of quality. However, as all branches of science, quality management witnesses everyday new ideas, perspectives, and critics of the old theories. Zero defects, Six Sigma, and other methodologies helped companies to save loads of money and to reach a better marketplace. However the pursue of improvement should never stop and pretty sure that in the near future, the field of quality management will embrace new procedures that will for sure overcome some of the technical and philosophical critics that the methodologies of today still have. And hopefully answer properly the question of “what is exactly quality? And how could it be improved?”

References

- [1] Arthur M.Schneiderman (2006), when is Six Sigma not Six Sigma?
- [2] Albright, T.L (2002), Managing quality through the loss quality function
- [3] Adam omasky A.M.ASCE, (2010), Zero defect construction part 1- Worker motivation concept
- [4] Barker, J. A. (1992); Future Edge – Discovering the New Paradigms of Success
- [5] Crosby, P. B. (1978) Quality is Free – The Art of Making Quality Certain, McGraw-Hill, New York, NY
- [6] David Wayne, Deming management philosophy and So-called Six Sigma quality
- [7] Deming, W. E. (1986) Out of the Crisis, MIT Press, Cambridge, MA
- [8] Deming, W. E. (1983) The New Economics, MIT Press, Cambridge, MA
- [9] Joel Arthur Barker, the business of discovering the future
- [10] Management & Businesses portal, <http://www.mbsportal.bl.uk/>
- [11] Process Quality Associate, <http://www.pqa.net/>
- [12] Philip H. Williams, “zero defects what it means? What does it achieve?”
- [13] Quality Eline, Six Sigma and beyond: Deming and Six Sigma, <http://www.pqsystems.com/eline/2000/04/qualitytip.htm>
- [14] Quality Digest (2002) „Juran: A Lifetime of Quality“, Quality Digest, August 2002
- [15] Rafael Aguayo, why i dislike the name Six Sigma edited by Jordi Cabré
- [16] Raphael L. Vitalo, (March 2005), Six Sigma and Kaizen compared Part1
- [17] Scott M. Paton, four days with Dr. Deming <http://deming.org/>
- [18] Six Sigma, (2010, <http://www.isixsigma.com/>
- [19] Taguchi, G. (1983) Introduction to Quality Engineering, Asian Press Organization
- [20] William J.Bellows, conformance to specification, zero defects and sigma quality.