

Deming's 14-Point Quality Management Framework

1. **Create a vision and demonstrate commitment.**

- It's up to top management to determine the quality vision for the organization.

2. **Learn the new philosophy.**

- Quality is everyone's responsibility and quality management must be learned by all parts of the organization.

3. **Understand inspection.**

- Inspection is not a good way to manage quality. Defects should be prevented in advance, not fixed after they occur.

4. **Stop making decisions purely on the basis of price.**

- A low-cost component, for example, may increase overall costs by causing scrap, rework, or returns.

5. **Improve constantly and forever.**

- All processes can be made better and must be continuously improved.

6. **Institute training.**

- Good training programs can increase quality and productivity levels.

7. **Institute leadership.**

- Leaders should guide their employees to deliver higher quality.

8. **Drive out fear.**

- People shouldn't be afraid of making a mistake.

9. **Optimize the efforts of teams.**

- Workers and managers from all departments must work together to increase quality levels.

10. **Eliminate exhortations.**

- Don't let slogans drive your quality program. Focus on improving your processes and designs.

11. **Eliminate numerical quotas and measurement by objective.**

- Don't let short-term goals and work quotas interfere with long-term quality plans.

12. **Remove barriers to pride in workmanship**

- Make sure the reward and appraisal systems support the idea of doing a good job every time.

13. **Encourage education and self-improvement**

- Provide programs to help employees develop new skills and capabilities.

14. **Take action**

- It is top management's responsibility to put the quality program in place.