

QIS Through the Years – What would Deming think?

QISOFT celebrates its 30th anniversary in 2017. Here we reflect back on our journey as we plan ahead for the future...

QIS is a very stable system and has weathered many technical & cultural changes over the years since the first installation in the late 1980's. Although Walter Shewhart was credited with creating the statistical control chart in 1926, the Quality Revolution in the U.S. (& world-wide) didn't begin until 1980.

In that year on June 24th, NBC aired a "White Paper", *If Japan can...Why can't we?* This White paper documented the success of the Japanese automakers against the struggles of their American counterparts. Moreover, it introduced the statistical methods and management philosophy of the great W. Edwards Deming.

In his later years (1980 – 1993), Mr. Deming was never a fan or advocate of automated quality & manufacturing systems. Much of this was due to his experiences with Japan in the 1950's, 60's and 70's. Japan succeeded with minimal automation, but focused more on some of Deming's core management principles:

- Focus on the long-term vs. short-term immediate results
- Focus on the data (not subjective hearsay)
- Minimize variability in all processes, making them stable & predictable
- Continually pursue Profound Knowledge through leadership and training.

It's beyond the scope of this article to encompass all of Deming's principles. One would have to study his *14 points, 7 deadly diseases* or engage in his numerous publications. In his book, *Out of the Crisis*, (page 11) he states "*The transformation can only be accomplished by man, not by hardware (computers, gadgets, automation, new machinery). A company can't buy its way into quality.*"



Through the years, QIS has also reflected on the above principles. From the initial installation through to the present day, QiSOFT has used the same relational data base architecture and user interface. Granted, like all systems there are numerous upgrades & releases, but the core architecture has remained stable over the long term. Many other systems on the market have experimented with multiple architectures in order to get it right.....the second or third time.

QIS can automatically collect real-time data from all equipment, gages, controllers, MRP/ERP systems, other databases and so on. The system is focused on the production worker. The sooner you get the data, the sooner it can be transformed to information and eventually Actionable Knowledge. As Deming states, this is done by empowering the worker through management involvement, support and training. Documented long term applications of QIS have resulted in making processes stable and predictable yielding considerable cost savings.

If Mr. Deming were with us today, he would probably take a pass at endorsing or recommending a system like QIS and simply maintain his neutrality. However, he would likely be suitably more impressed with QiSOFT's principles, which have helped pave the way toward the company's long-term success.

QiSOFT will certainly keep these principles in tact as we approach the next thirty years.

