From Plato to Pluto Lessons in Qualisophy

Contents

Preface

Part I A bit of history

Introduction The Egyptians and the Babylonians Classical Antiquity The Middle Ages The Renaissance The 17th and 18th Century The Modern Age The 21st Century

Part II Lessons in Qualisophy

Lesson 1	Customer focus	
Lesson 2	Process orientation	
Lesson 3	Total Quality	
Lesson 4	Continuous improvement	
Lesson 5	Creativity	
Lesson 6	Innovation and regulations in balance	
Lesson 7	Attitude and behavior	
Lesson 8	Phased implementation planning	
Lesson 9	Mission statement	
Lesson 10	Policy	
Lesson 11	Process control and quality assurance	
Lesson 12	Certification	
Lesson 13	Quality awards	
Lesson 14	Problem solving	
Lesson 15	Decision making	
Lesson 16	Communication	
Lesson 17	Motivation and role models	
Lesson 18	Management of change	

Lesson 19	Economics of quality
Lesson 20	Statistical process control
Lesson 21	Quality function deployment
Lesson 22	Peer review
Lesson 23	Teamwork
Lesson 24	Control systems
Lesson 25	The learning organization
Lesson 26	Human resources management
Lesson 27	Quality circles
Lesson 28	The Taguchi approach
Lesson 29	The job description
Lesson 30	Customer care
Lesson 31	Relations management
Lesson 32	The Deming circle
Lesson 33	The Kiss principle
Lesson 34	Brainstorming
Lesson 35	The Pareto principle
Lesson 36	Rewards and punishments
Lesson 37	Careering
Lesson 38	Complaints procedure
Lesson 39	Workmanship
Lesson 40	The manual
Lesson 41	Adaptive control
Lesson 42	Problem prevention
Lesson 43	Just in time
Lesson 44	Efficiency
Lesson 45	Quality planning
Lesson 46	Reengineering
Lesson 47	Audits
Lesson 48	Dealing with criticism
Lesson 49	Quality of life

Part III The way to the stars