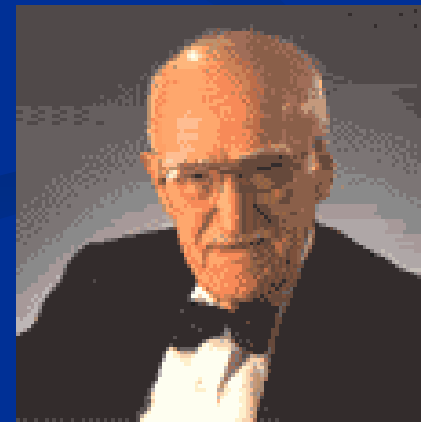


# Dr. Joseph M. Juran: His Life and Work in Quality

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# Early Years

- Joseph Moses Juran was born in Braila, Romania on Dec. 24, 1904.
- Family moved to Gura Humorului, a very poor village.
- Father was a shoemaker, who left for America when Joseph was 5.

# Early Years

- Emigrated to America at the age of 8.
- Lived in a tarpaper shack in the woods of Minneapolis.
- Became a naturalized citizen in 1917.



Juran (center) was eight when he



# Early Years

- Children took on odd jobs to help family.
- Joseph excelled in school, especially in math and physics.
- Enrolled in University of Minnesota, the first in his family to attend college.



# Discovering Quality

- Graduated in 1924 with a BS in electrical engineering.
- Took a job as an inspector at Western Electric's Hawthorne Works in Chicago.
- One of 5,000 inspectors at the plant of 40,000 people

# Discovering Quality

- 1926, a pivotal year:
  - Married Sadie Shapiro
  - Met a team from Bell Laboratories wanting to apply theories and methods using statistics.
  - Juran chosen as one of 20 trainees.

# Discovering Quality

- One of two members of the first Inspection Statistical Department.
- Set Juran on the path of his life's work and passion.

# His Work in Quality

- In 1928, Juran wrote a training pamphlet called Statistical Methods Applied to Manufacturing Problems .
- In 1936 he received a law degree from Loyola University.
- In 1937 he left Hawthorne to become the head of Industrial Engineering at Western Electric in New York.

# His Work in Quality

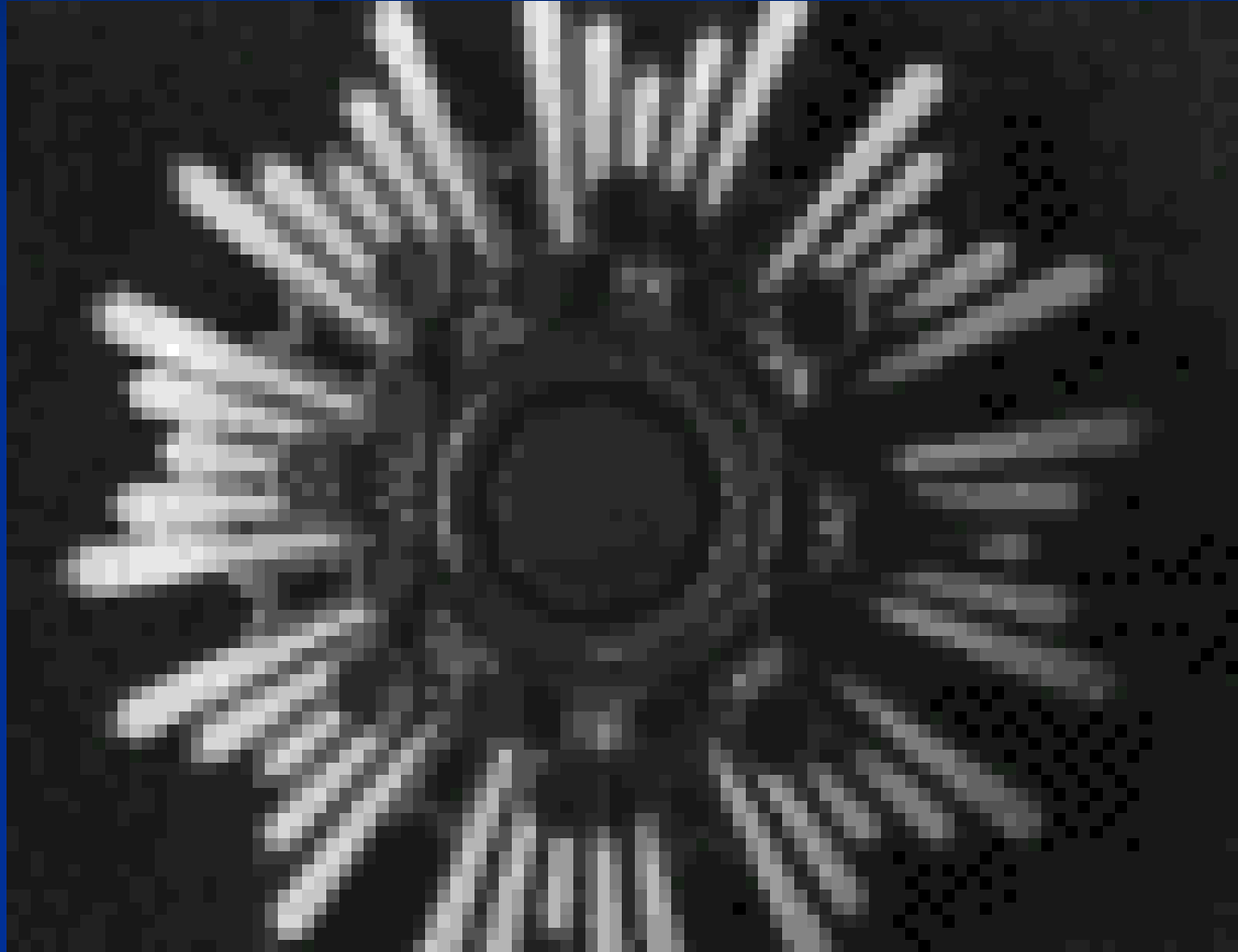
- In 1937 Juran developed Pareto Principle.
- In 1941 he served the war effort as an assistant administrator with the Lend-Lease Administration in Washington.
- Experimented with business process re-engineering: redesigned shipment process for goods going to European allies.

# His Work in Quality

- In 1945 Juran left Washington and Western Electric to teach at New York University and become an independent consultant.
- He wrote the Quality Control Handbook and lectured on Quality Management.

# His Work in Quality

- In 1954 Juran was invited to Japan to speak on Quality Management.
- Between W. Edwards Deming and Juran, they helped Japan become a paragon for manufacturing quality.
- 30 years later Emperor Hirohito awarded Juran the Order of the Sacred Treasure.



# His Work in Quality

- In 1964 Juran published *Managerial Breakthrough*, precursor for Lean and Six Sigma.
- In 1966 he warned Western nations that Japan was headed toward world quality leadership.
- In 1979, at the age of 85, he founded the Juran Institute.

# His Work in Quality

- Institute's purpose was to provide quality training through an emerging form - video programs.
- Now includes training on Lean, Six Sigma, and Lean Six Sigma.





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## NEWS

02/28/08 Dr. Joseph M. Juran, "Father" of quality, has passed away.

# His Work in Quality

- In 1986 Juran
  - published **The Quality Trilogy** (planning, control and improvement)
  - Helped create the **Malcolm Baldrige National Quality Award**
  - Celebrated his and Sadie' 50<sup>th</sup> wedding anniversary
- In 1987 gave up his leadership of the Juran Institute.

# His Last Years

- In 1993-94 he had his last series of lectures, "The Last Word" tour.
- After 1994 he gave up all public appearances and devoted his time to writing and his family.
- In 2001 he and his wife, Sadie, celebrated their 75th wedding anniversary.



# His Last Years

- On December 24, 2004 Dr. Juran celebrated his 100<sup>th</sup> birthday.
- After that he continued to write, working on his last book.

# Accolades

- 4 honorary doctorates (1988 - 1992)
- Honorary membership in 8 organizations, including ASQC
- 20 medals
- More than 30 other awards

**Dr. Joseph Moses Juran, quality pioneer, died on February 28, 2008 in New York of natural causes at the age of 103. Dr. Juran is survived by his wife of 81 years, his three sons and a daughter, 9 grandchildren and 11 great grandchildren**