

Nine Decades of Modern Quality.

Walter A. Shewhart - A Pioneer and Visionary of Quality

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Abstract

Security is considered - together with reliability, maintainability, availability, safety a.o. - one of the dynamic components of quality vector. The modern quality was born 90 years ago, when Walter Shewhart introduced the first control chart, which launched statistical process control and quality improvement. This paper analyses some important moments of the scientific activity of this great quality guru, during an exemplary life devoted to quality. Walter Shewhart was a pioneer and a visionary of modern quality control. Shewhart's name opens the select gallery of the great names in the history of modern quality. This gallery contains the names of the great 'gurus' of quality, among which we could mention: Joseph M. Juran, Edwards Deming, Kaoru Ishikawa, Philip Crosby, Armand V. Feigenbaum a.o.

Index terms: Quality, Modern quality, Quality control, Quality improvement, Quality guru, Quality diagram, Walter Shewhart, SPC

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