

Deming's 14 Points

1. Create constancy of purpose for improvement of product and service.
2. Adopt the new philosophy.
3. Cease dependence on mass inspection.
4. End the practice of doing business on price tag alone.
5. Improve constantly and forever the system of production and service.
6. Institute programs of training.
7. Institute leadership.
8. Drive out fear.
9. Break down barriers.
10. Eliminate slogans, exhortations, and targets for the workplace.
11. Eliminate numerical quotas.
12. Remove barriers to pride and joy of workmanship.
13. Institute a vigorous program of education and retraining.
14. Take action to accomplish the transformation.