From Total Quality Control to Lean Six Sigma

Evolution of the Most Important Management Systems for the Excellence

The main purpose of this paper is to compare and discuss the evolution of six important management systems: Japanese Total Quality Control (JTQC), Total Quality Management (TQM), Deming’s System of Profound Knowledge, Business Process Reengineering (BPR), Lean Thinking and Six Sigma. Indeed the contribution of this work lies in the concurrent analysis and classification, by the means of a literature review, of the results and critical implementation factors of the six systems. Deming’s Plan-Do-Check-Act (PDCA) has been used to classify the findings from the literature review.

Contents

1 Introduction. - 2 A historical path of the systems. - 3 Literature review concerning the comparison of the systems. - 4 Research methodology. - 5 Japanese Total Quality Control. - 6 Total Quality Management. - 7 Deming’s System of Profound Knowledge. - 8 Business Process Reengineering. - 9 Lean Thinking. - 10 Six Sigma. - 11 Discussion and comparison about the common characteristics of the systems. - 12 Lessons learned from the comparison and discussion. - 13 Conclusions. - 14 Agenda for future research.

Features

- Original comparison of the six management systems
- Historical evolution of the systems
- Discussion concerning how to implement the systems

Fields of interest

Production/Logistics/Supply Chain Management

Target groups

Research

Product category

Brief

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Enterprise Architecture at Work

Modelling, Communication and Analysis

An enterprise architecture tries to describe and control an organisation’s structure, processes, applications, systems and techniques in an integrated way. The unambiguous specification and description of components and their relationships in such an architecture requires a coherent architecture modelling language. Lankhorst and his co-authors present such an enterprise modelling language that captures the complexity of architectural domains and their relations and allows the construction of integrated enterprise architecture models. They provide architects with concrete instruments that improve their architectural practice.

Features

- Introduces the ArchiMate® 2.0 modeling language for enterprise architecture, an Open Group standard
- Describes quantitative analysis methods to assess the impact of architectural changes
- Provides new insights on the use of architecture models in portfolio management
- Based on industry standards like IEEE 1471, Zachman, UML, and TOGAF 9.1
- Extensive industry support

Contents


Fields of interest

Business Information Systems; Information Systems Applications (incl.Internet); Computer Appl. in Administrative Data Processing

Target groups

Professional/practitioner

Product category

Professional book

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