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designed) Quality improvement (create breakthroughs in current performance) The Pareto Principle: You don't have to improve everything. Your leaders must focus on the vital few issues that are preventing positive results.

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disengaged upper management set in its current ways. As usual, the highly quotable Juran summed up the situation well. In addition to the quote at the start of this section, Juran also had this to say about the need for leadership at the top of an organization:

Remembering Joseph Page 24/32

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McDonnell Douglass
Quality in the broadest
sense of the term must
become an obsession in
every corporation
throughout America
from the Chief
Executive Officer on
down if our nation is to
remain competitive.

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Juran's Quality Page 27/32

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