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COMMITMENTS TO SURVEY IMPROVEMENT: MAKING THEM REAL WITH NEW TOOLS

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ABSTRACT

The ideals and ideas of Deming and other pioneers in the world quality revolution still remain as guides for us, despite the frustrations of at best partial successes in our survey work. Why do many of us still persist in trying yet again? Why has not more been done, despite the resources expended in the name of quality? Why were hard one gains, and there have been many, not permanent? In this paper we address these questions, albeit not to resolve them but to use them to frame the new tools we are applying – some conceptual, some organizational, some statistical, and some computational. Because we are unabashed Deming advocates we will use systems thinking as the integrating devise in our presentation.

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