

# **In memoriam Joseph M. JURAN (1904-2008). The Quality Trilogy. A Universal Approach to Managing for Quality**

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## **Abstract**

Ten years ago, the great Quality Management Guru Joseph M. JURAN passed into eternity. In order to mark this moment, we publish one of his most representative papers, the well-known Juran Quality Trilogy. In 1987, I asked Dr. Juran to send a message addressed to the Romanian specialists in quality, together with a representative paper to be published in a Romanian technical journal. Dr. J. M. Juran send me this message together with this famous paper on “Quality Trilogy”, with the permission to publish it in a Romanian journal. Dr. Juran left us with many important fundamental methods and tools during his years as the leading expert in the field of Quality Management. The Juran Quality Trilogy is made up of three important managerial tools that work together to help organizations realize the full benefits of Quality Management in the pursuit of Quality Leadership. Dr. Juran’s Trilogy represents the concepts of Quality Planning, Quality Control, and Quality Improvement. In the Six Sigma language, the Quality Planning and Quality Improvement processes are called DMADV and DMAIC. Juran referred to these processes as “universal.” These processes represent the sequences of events to effectively Plan, Control, and Improve Quality. These processes have been used widely in all industries around the world for many years. (ICB)

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