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Joseph Moses Juran 1904–

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The items covered here do not represent a complete reconstruction of the literature but provide some starting points for the researcher. The sources for literature are the online catalogues called WorldCat (libraries within the Online Computer Library Center Inc. (OCLC) consortium), the catalogues of the Library of Congress and the National Library of Australia and the World Wide Web (WWW). The search for journal articles was undertaken using the databases available at the universities in Perth, Western Australia.

Format

The bibliography is divided into two major sections. The first provides abbreviated references, listed in chronological order, grouped under topic headings. In this section titles have been abbreviated to save space but the bibliographic details appear in full, alphabetically by author, in the second section. The first section is divided into a number of subsections:

- first, Juran and his publications, and the contemporaries of Juran, who also had input into theories on quality and philosophical interpretations of Juran quality;
- second, the use of Juran’s interpretation of quality in organizations and business, the focus on customers, the field of quality monitoring and the relationship of Juran quality to monitoring, the subsequent evolution of Six Sigma from quality monitoring and the relationship of Juran quality and the International Standards Organization (ISO) standard 9000;
- third, the effect of Juran quality on service industries, government, healthcare industries, manufacturing industries, the information industry (information technology and libraries), education; and
- fourth, Juran quality and how it has been interpreted outside the USA.
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A full list of references, in alphabetical order by author, comprises the second major section. In some citations multiple dates are given, separated by commas. This indicates the reprinting of an edition. Different editions are treated as separate citations.

The Juran Institute (http://www.juran.com/) has many of Juran’s publications available for download (see, for example, Juran 1994c). For further insight into the Juran Institute refer to Blackiston (1996).

**Joseph Moses Juran**

This is an interview with Juran after he won the US National Medal of Technology in 1992.
This is an electronic book.

**Juran publications**

—— (1944) *Bureaucracy, a Challenge to Better Management* . . .
A review of this and two other similar publications can be found in Vieg (1944).
—— (1945, 1958) *Management of Inspection and Quality Control* . . .
—— (1951a) ‘Organization and motivation of management’ . . .
Spanish translation of Juran (1951) *Quality-control Handbook*.
Japanese series of the *Quality-control Handbook*.
See also Juran (1975, 1992a).
—— (1962) *The Evolution of a Board of Directors* . . .
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book.


—— (1964b) Recruiting Outside Directors.

—— (1965) The Executive Committee of the Board.


German translation of Juran (1964) Managerial Breakthrough.


—— (1965) The Board Meeting.


—— (1967) Hinshitsu Kanri no Tame no Tōkei Shuhō.


—— (1980) Quality Planning and Analysis.


—— (1983a) Gestion de la qualité.


—— (1985b) ‘A prescription for the west: four years later’.


—— (1986b) ‘The quality trilogy’.


This is part of a training course which was published in multiple editions.
— (1993b) *Quality Planning and Analysis*. . . .
This is a precis of Juran (1995b).
Spanish translation of Juran and Gryna (1993b) *Quality Planning and Analysis*.
Portuguese translation of Juran (1992c) *Quality by Design*.
Chinese translation of Juran (1992c) *Quality by Design*.
The 1999 ‘printing’ is an eBook.
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Juran contemporaries and their views of quality


Crosby, P. (1979) *Quality is Free.*

Unlike Juran, Crosby’s programme concentrates on the human behaviour involved in the process of management and organisations.


Discusses the contribution of various gurus – Deming, Crosby, Taguchi – and the differences in their styles.


Levine, B. H. and McCune, D. C. (1994) ‘All you have ever wanted to know about control charts, but have never asked’.

This item has information about Walter Shewhart.

Main, J. (1994) *Quality Wars.*


In this monograph are sections on human relations theory and how it relates to Quality Movement (pp. 42–5) and also sections on a number of ‘Quality Gurus’, including Philip B. Crosby (pp. 51–65), W. Edwards Deming (pp. 65–85), Armand V. Feigenbaum (pp. 86–95), Kaoru Ishikawa (pp. 96–108) and Genichi Taguchi (pp. 144–53).
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Includes a section on W. Edwards Deming.
This book includes quality seekers W. Edwards Deming and Taiichi Ohno.
The book has been translated into Spanish in a 1999 OUP production.

**Philosophy of Juran’s quality**

**Organisations and business**
In particular the last chapter Kilman et al. (1985a).
Wilkins, A. L. and Patterson, K. J. (1985) ‘You can’t get there from here’ . . .
de Bono, E. (1991) ‘Quality is no longer enough’ . . .
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Customers

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de Bono, E. (1991) ‘Quality is no longer enough’ . . . .
Main, J. (1994) *Quality Wars* . . . .

Quality monitoring
Lorenz, M. O. (1904–5) ‘Methods of measuring the concentration of wealth’ . . . .
Page, E. S. (1954) ‘Continuous inspection schemes’ . . . .
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See also Hamada and Wu (1990).


Levine, B. H. and McCune, D. C. (1994) ‘All you have ever wanted to know about control charts, but have never asked’.


Knowles, I. (1996) ‘Should we move away from “acceptable failure rate”?’.


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Nelson, L. S. (2003) ‘When should the limits on a Shewhart Control Chart be other than a center line ±3-sigma?’. . .

Six Sigma

This publication is in French.
De Feo is the current President of the Juran Institute.
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‘Going beyond Six Sigma design’ (2002).


Nelson, L. S. (2003) ‘When should the limits on a Shewhart Control Chart be other than a center line $\pm 3$-sigma?’.


Quality standards

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This paper shows that implementation of TQM (as per Juran, Deming and Crosby) with ISO 9000 does have positive outcomes.

Juran’s quality in services

de Bono, E. (1991) ‘Quality is no longer enough’.

Juran’s quality in government


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Juran’s quality in healthcare

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Juran’s quality in manufacturing industry

Page, E. S. (1954) ‘Continuous inspection schemes’.
Knowles, I. (1996) ‘Should we move away from “acceptable failure rate”?’. 

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Juran’s quality in the information industry

—— (1996b) ‘Strategic issues in quality management: II. Survey analysis’.
McNellis, T. and Harrington, H. J. (2003) ‘Remember the (Internet) applet doesn’t fall far from the tree’.

Juran’s quality in education

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Juran’s quality outside the USA

This Book discusses the development of TQC in Japan.
This is a discussion of the customer.
This publication is in French.
This book discusses the development of TQC in Japan.
This is a precis of Juran (1995b).
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Note: CAQ stands for computer-aided quality management.


This publication is in German.


This author has published many German language papers on quality.


There are many sections of this book that contain information relevant to Juran quality. See Kudo et al. (2004a).


References


Band, W. (1991) ‘Who is your “real” customer?’, *Sales & Marketing Management in Canada* 32, 1: 5. There are many articles on customer retention etc. by Band in the journal *Sales & Marketing Management in Canada*.


AN ABBREVIATED ANNOTATED BIBLIOGRAPHY


This is the revised edition of the 1986 publication Handbook of Product Design for Manufacturing.


AN ABBREVIATED ANNOTATED BIBLIOGRAPHY


The author is Edward de Bono.


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Published simultaneously in Quality in Manufacturing 13, 2, April–May 2002.


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This book discusses the US government investigation into the Challenger disaster. The information in the book was used by Juran to indicate quality issues and what can happen when information does not flow correctly.


Also published in Quality Progress.


This is an example of one of the many eBooks produced by McGraw-Hill using sections of *Juran’s Quality Handbook*. In this case Section 31 of the Handbook has been used as the basis for the eBook. The author is Al Gore, Vice-President of the United States of America (1993–2000).


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This book discusses the development of TQC in Japan.


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—— (1983a) Gestion de la qualité, Paris-La Défense: AFNOR.
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—— (1998) *Zhu lan lun zhi liang ce hua: zhan pin yu fu wu zhi liang ce hua di xin bu zou* (Di 1 ban edn), Beijing: Qing hua da xue chu ban she.


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An interview conducted by Ms Ettore.


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This paper discusses security concerns with supply chains. Available at the Graduate School of Business, Stanford University website.


This classic paper was reproduced in HBR in 1975 (vol. 53, Sept.–Oct.) with a retrospective commentary and was partially reissued in 1986 (vol. 64, 4) in HBR Highlights.


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This is an example of one of the many eBooks produced by McGraw-Hill using sections of Juran’s Quality Handbook. In this case Section 16 of the Handbook, Training for quality, has been used as the basis for the eBook.


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