

# SOLUTIONS AND SERVICES FROM JURAN



JURAN

# Our Philosophy. Our Methods.

“Quality Leader” is a term used to describe an organization whose business performance outperforms its competitors because its products and services are viewed by its customers as that of the highest quality. Quality leaders such as Toyota, Samsung, GE, Mayo Clinic, and AT&T have created long-term financial stability by using this philosophy. Enterprise Quality Leadership is the cornerstone of Juran’s philosophy and methods.

Our methods are based on extensive research and practical application in many industries and cultures. The techniques we use to improve the quality of products, services, processes, and people have been the cornerstone of our company for 30 years. We employ methods such as business process design and improvement, Lean, Six Sigma, and operational excellence tools and techniques. For almost 60 years many of these methods have been well documented in the world’s most widely referenced performance excellence text, The Juran Quality Handbook. This Handbook, originally authored by Dr. Joseph M. Juran, is the most respected reference for quality and performance excellence practitioners. The 6th Edition, to be released in 2010 and co-authored by Dr. Juran and Joseph A. DeFeo, will continue in this tradition. The new handbook will provide important how-to information on improving an organization's performance by improving the quality of its goods, services, and business processes.

If you are looking for simple tools or complete transformational programs, Juran’s methods may help you. Whether you need to benchmark your competition, educate your staff, or solve complex business problems, Juran may be what you are looking for.

For example, The Juran Performance Management Program (JPMP) is a universal program that can help any organization attain its strategic intent, reduce and mitigate operational risk, resolve process problems, and provide comprehensive education to assure sustainable, breakthrough results. The Juran Performance Management Program is an organization-wide system which incorporates techniques embodied in the Toyota Operating System and broader applications, as well as lessons learned from over 60 years of Juran history. It is a system that began with Dr. Juran at Toyota in the 1950s and continues to evolve today. It is a system that can transform an organization’s beliefs and habits by deploying policies and processes that will enable your company to design and deliver products and services that “without a doubt” meet customer, business, and societal needs. We accomplish this through the application of performance excellence methods like Business Process Improvement, Lean, and Six Sigma.

The Juran Quality Management System (JQMS) is a sub-set of the Performance Management Program. Its focus is on the quality of products and services and the processes that deliver them. JQMS assures that your organization will produce and provide the right features, those that customers want and are willing to pay for. All products and services must be free from deficiency (i.e. conform to customer

requirements and have no defects). We have applied this system to all services and functions, as well as to all sectors of the economy—beyond manufacturing and into services, health care, IT, government, and high-tech.

The JQMS will ensure that products, services, and customer-facing processes are deficiency-free. All procedures, internal processes, and metrics (from order fulfillment, through supply chain to customer support processes) will be aligned to encourage the delivery of deficiency-free products and services to customers. In short, JQMS will move beyond your quality system to a higher level of performance.

## **Our Services. Our Products.**

Juran offers best-in-class assessment, benchmarking, consulting, and training services to implement your performance excellence programs aimed at improving your business results. Our services include assessment tools that benchmark you against international best practices and training programs to deploy performance excellence, change management, and quality management. Our products include off-the-shelf training materials, as well as customized training solutions to fit your needs and culture.

Products like our Strategy and Deployment retreats can aid in getting your executives on board with transformational change. Training products such as, Juran on Leadership for Quality, Breakthrough for Improvement Teams, Breakthrough Results, or Lean Six Sigma for the Office, can provide your staff with the tools they need to improve performance. If you need quantitative results our Cost of Poor Quality (COPQ) analysis can define the total loss due to poorly performing processes.

We continually research best practice tools, methods, and technology to delivery the right training, at the right time, in the right way. We provide on or off-site assessment, training, and consulting services, as well as web-based services. Programs like our Juran Train-the-Trainer, Executive Coaching, and analytical support can help you solve the simple or complex process problems you may be facing. Juran Institute's services and products are delivered at your designated location – when you need them.

## Our Offerings

Consulting Services	Assessment Tools	Training Workshop	Transformation Methods
Strategic Retreats	Customer Loyal Assessment	Design for Six Sigma	Juran Management System
Create Transformation Roadmap	Cost of Poor Quality Assessment	Lean Six Sigma	Balanced Scorecards
Strategic Plan Development	C.O.R.E. Quick Strike	Quality 101	Global Assurance Standards
Stop Doing Exercise	World Class Supplier Assessment	Lean VSM	Juran Culture
Benefits Modeling	Lean Six Sigma Maturity Assessment	Culture – Team Building	Tools and Templates

# About Juran

## **Juran Institute**

Juran was founded by Dr. J.M. Juran to provide innovative tools, techniques, and principles for attaining breakthroughs in quality. His mission was to help organizations around the world respond to the emerging needs of businesses and society. Juran Institute is a benchmarking, consulting, and training services firm that helps organizations implement performance excellence programs. We continually research best practice tools, methods, and technology to deliver the right training, at the right time, in the right way.

Juran Institute's services and products are delivered at your designated location – when you need them. Our areas of specialization include improving the quality of goods, services, and processes. We have provided our services to multiple for-profit organizations, non-profit government agencies, and health care systems for over 30 years. All of our services are customized to your culture, your language, and your needs. Our aim is to effectively transfer our knowledge to you, providing the self-sustaining know-how to achieve continuous, breakthrough business results long after we are gone.

## **Juran. The Right Partner for Your Organization.**

Juran wants to be your solutions partner. Our services and training, publications, software, and support materials are unparalleled. We are adept at preparing your leaders, managers, and all levels of employees with the practical skills and in-depth knowledge they need to achieve tangible results on the job. The learning experience offered through our mentoring, training, and certifications is designed to enable our clients to accelerate their performance improvement efforts, deliver enhanced value to internal and external customers, and increase their organization's profitability.

We look forward to helping your organization improve processes, achieve efficiency in all endeavors, and increase customer satisfaction, so that your organization as a whole can earn a great return on its Juran Institute consulting and training investments.

If you have any questions or require further information, please contact:

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