

BOB KRONE's QUALITY ESSAYS

Essay #1, 5 November 2010*



"Why Quality?"

Waste; failures of products, programs and services; and incompetent leadership are destructive to individuals, organizations, governments, businesses, hospitals, schools, nations and global society. The Quality Sciences, founded after World War II, are dedicated to make actions constructive, productive and to reduce their quantitative and qualitative costs.

In 2010 human and environmental problems are increasing globally. That appears to be a counter intuitive dilemma for Quality Managers. What does that mean for today's evaluation of the Quality Sciences? The Founder of the Policy Sciences, in the 1960s, Professor Yehezkel Dror created his Dror's Law #1 in 1971 that has remained accurate over the past four decades and provides one important answer. Dror's Law #1 states:

*"While the difficulties and dangers of problems tend to increase
At a geometric rate, the number of persons qualified to deal
With these problems tends to increase at an arithmetic rate."*

Yehezkel Dror, Ventures in Policy Sciences, 1971, American Elsevier

Since my strategy for these Quality Essays is to use the essay format which was invented by the Mayor of Bordeaux, France, Michel Montaigne, in 1580, who described them as " *Short statements feeling their way towards expression of what needs a far wider space to exhaust.*" I'm going to

provide one hypothesis for American Society for Quality (ASQ) members to ponder:

Bob Krone's 2010 hypothesis:

Dror's Law #1 will not be reversed until the Quality Sciences and the Policy Sciences become more professionally merged

Your thoughts?

*Dr. Bob Krone is an ASQ Fellow Member with Policy Sciences as one of his academic areas. His *Quality Essays* are copyrighted, published and archived by the American Society for Quality Inland Empire Section 0711, Riverside, California, U.S.A. [Http://www.asq711.org](http://www.asq711.org). Readers may reproduce them, in full, only for educational purposes. Send ideas and comments to: BobKrone@aol.com.