

Preface to the English Edition

It is our intention to pay honor the great achievement of Dr. Kaoru Ishikawa by making this publication available for Internet browsing and downloading at your discretion. Please respect and honor Dr. Ishikawa by using these articles in a professional manner and preserve the identity of the respective contributors. We hope that you may use these articles to support the belief of Dr. Ishikawa that quality improvement will positively influence human life by promoting health, happiness and peace throughout the world.

Our Purpose and Wish for Web Publication

I appreciate all your support and help during eight months from Nov. 22, 2014 to July 13, 2015. Finally, we could provide web publishing which is the English version of Kaoru Ishikawa, The Man and Quality Control. This is a great pleasure for us.

It is general that the purpose of management is Q (quality), C (cost), and D (delivery). However, Prof. Ishikawa thought that respect for humanity is the primary purpose of management and the general thought is the second one. In other words, he wished for having every Japanese a chance to display his/ her ability, providing a cheerful and enjoyable work place, developing even more companies not only in Japan but also in the world, improving mental and material living standards, and above all, fulfilling the welfare of all human beings. On the contrary, we often hear that DVD or Network Video baby-sits children as well as a company is apt to focus on only efficiency and cost savings. Additionally, it is said to be the age of IT, ICT, or IOT nowadays. That is why it is important to respect humanity. We need to create the peaceful, stable, and warm world, which provides us finding out something to live for, acting on its own initiative, and exerting creativity. I hope that as many people as possible learn and take advantage of Prof. Ishikawa's philosophies through the web publishing.

I would like to express my heartfelt gratitude to EQST (English Quality Securing Team) and EBUT (English Brush Up Team) for brushing up on the English translations, Mr. Yoshihiro Suzuki (JUSE Press, Ltd) for helping Desktop Publishing, and Mr. Masahito Haneda and Mr. Makoto Suzuki (JUSE) for putting together the manuscripts and loading them onto the Web. I deeply appreciate their great effort and support.

October 7th, 2015

Editor

Kazuyuki Suzuki

Our Homage to the Memory of Dr. Kaoru Ishikawa and Spreading His Knowledge for Future Generations for the Benefit of Mankind

I was pleasantly surprised when Dr. Noriaki Kano invited me to join this project of translation of this book into English web publication. I realized it was a great opportunity for us in India to make a small contribution. Dr. Kaoru Ishikawa was instrumental in the renaissance of quality control in India and many professionals from the field of quality management have benefitted from his writings and learning from his disciples. When I proposed this to Mr. Kiran Deshmukh, President Indian Society for Quality he readily agreed and assigned Mr. Anil Sachdev the task to coordinate this activity. Quickly a team was established for EBUT (English Brush Up Team) for brushing up on the English translations. Most members of EBUT were delighted to have such an opportunity, responded positively and worked smoothly in coordination with Prof. Kazuyuki Suzuki.

I offer my grateful thanks to Dr. Noriaki Kano and Prof. Kazuyuki Suzuki for giving us this opportunity. I most heartily thank Mr. Anil Sachdev and the members of EBUT.

I sincerely hope this translation will help spreading the legacy of Dr. Kaoru Ishikawa in form of his teaching. It would indeed be an appropriate tribute to Dr. Ishikawa when young executives find motivation from his teaching and apply it in their work to contribute towards sustainability of this world in peace and harmony that was his vision.

English Editor
Janak Mehta

A True Legacy: The Enduring Influence of My *Hinshitsu Sensei*, Dr. Kaoru Ishikawa

Rarely in the course of human events do the thoughts of a man change the way society operates within their own generation much less having an enduring effect on humanity. However, the life energy of Dr. Kaoru Ishikawa created such a gift to mankind. He saw the world differently and interpreted it in a way that diverged from the traditions of his time and his insight has forever changed our way of thinking and working. Before his insights, people were treated as inanimate objects — just as pairs of interchangeable hands that could be switched without deference to the person’s humanity. However, the change that he encouraged was consideration of the whole being — a thinking, living person and not just as an object of mechanical advantage. Dr. Ishikawa brought humanity into the picture as a core ingredient in creation of quality. In so doing he shifted the work of organizations from bureaucratic mechanisms to democratic societies. He was not the first to see the need for this transition; however, he operationalized it in a way that had never been attempted previously. We all owe a great debt to not only his insight but also to his pragmatic manner of implementing his ideas by pursuing it into the *gemba* and generating a system by which the participative efforts of workers can influence the capability of the corporation. I am proud to be a member of the “second generation” of Ishikawa disciplines having obtained my teaching through a “distance learning” program. Helping on this project allows me to honor his widow Mrs. Keiko Ishikawa by promoting the memory of her great husband, Dr. Kaoru Ishikawa. This has been a true privilege for me.

English Editor

Gregory H. Watson