The Chartered Quality Institute (CQI) is proudly celebrating its centenary, plus the heritage and evolution of the quality management discipline in the last 100 years, with World Quality Day 2019. Celebrate good governance, assurance, continuous improvement and leadership with us.

**The Age of Inspection**
Walter Shewhart’s tools made inspection activities more efficient. Variation and control charts are introduced.

**Quality management**
Joseph Juran designed the Juran Trilogy. Japan created the Deming Prize to honour W Edwards Deming’s contributions to rebuilding the country.

**Basic tools**
Dr Kaoru Ishikawa elevated the use of the seven basic tools of quality: check sheet, control chart, run chart, pareto chart, histogram, fishbone diagram and scatter diagram.

**Defect-free plan**
Philip Crosby introduced concepts of prevention and zero-defects. The British Standards Institution also published quality systems standard BS 5750, the predecessor of the ISO 9000 series.

**Organisational excellence**
The EFQM Business Excellence Model (European Foundation for Quality Management) was designed to give organisations a framework to improve their performance.

**Cutting waste**
Taiichi Ohno launched the Just in Time system at Toyota. Concepts of eliminating waste, takt time, standardised work charts and inventory reduction developed.

**Quality circles**
The importance of teamwork in solving problems gained increasing prominence across the profession.

**Production workflow**
The Toyota Production System became a gold standard in the 1970s. Kanban, 5s, visual management and standardised work became more prominent.

**Six Sigma**
Motorola implemented the Six Sigma methodology as developed by Bill Smith and Bob Galvin.

**Change management**
John Kotter emphasised the ‘human’ side of change in change management. Lean production continued to gain momentum after being applied to service sectors in 1991.

**Agile manifesto**
The Agile methodology created a shift in priorities: people over process, working solutions over documentation, adaptability over plan, collaboration over contract.

**Industry 4.0**
With the rise of smart factories, big data, the Internet of things and artificial intelligence, transparency, accountability and ethical decision-making become vital for quality.

Tell us about the most influential quality improvement in the last 100 years and how you will be celebrating #WQD19.