

**Customer Service and Quality
Assignment 1
The Quality Gurus**

The objective of this assignment is to do a small research about some professionals called the Quality Gurus or the Fathers of Quality. In a document of no more than four pages, please present a summary of the life and contributions of the following authors:

1. Walter Shewart
2. Joseph Juran
3. Edwards Deming
4. Kauro Ishikawa
5. Philip Crosby
6. Armand Feingenvaum
7. Genichi Tagushi
8. Shigeo Shingo

The assignment should include a table comparing similarities and differences between the different authors.

The assignment will be due on Monday, April 8 in a physical document at the beginning of class, no excuses. You should be ready to discuss and comment your findings.