

Welcome to Earth Day



FROM THE DIRECTOR OF INDEPENDENCE DAY

2008 EPA Conference on
MANAGING ENVIRONMENTAL QUALITY SYSTEMS
Seattle, Washington • April 21-24, 2008

Joseph A. De Feo
President and CEO
Juran Institute Inc.



WHERE WILL YOU BE?



FROM THE DIRECTOR OF INDEPENDENCE DAY

**“The EPA and Earth,
the Day After Tomorrow”**



Who is Juran?



OUR MISSION:
To carryout Dr, Juran's
vision "to provide
education to improve
the quality of
products and services to
meet societal needs".



Why Do I Care?



To protect the earth's magnificent places...



Society and Quality

China products choke, burn, drown, drop, trap Americans. Washington's consumer safety recalls overwhelmingly hit imports from East

*WASHINGTON – It's not just Chinese food and drug imports **that can kill you.** Many of those bargain-priced products you pick up at Wal-Mart, Target or Sam's Club could do you in, too. Imports from China were recalled by the U.S. Consumer Product Safety Commission twice as often as products made everywhere else in the world, including the U.S., a WND study of government 2007 reports shows.*

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Now its Society and Environment





“More Stress for Polar Bears”
In the context of a warming climate, the impacts of oil and gas development in the Arctic Ocean could be devastating.

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Now its Society and Environment



Human Rights Violations
Global warming is causing human rights violations in the Arctic.

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With Quality Systems and Quality People

We Shall Overcome !!!

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What I Want To Leave With You?

1. Is your Quality System good enough to meet your future stakeholder and societal needs?
2. Is your quality organization providing consistent and reliable information to meet your customer needs?
3. How many failures will your customers accept before they look for alternatives?
4. Those who fail to look at the past are condemned to repeat it.



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Consistent, Reliable Information

- Automobile manufacturers must provide data that their cars are reliable or customers will not buy them.
- Hospitals are being forced to present medical outcome information to enable patients to be able to compare and evaluate differences, good and bad, between physicians, surgeons and hospitals.
- Food manufacturers must demonstrate their food is safe, reliable and yes tastes good.



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Environment and Society

**Can you state,
“without a doubt”
that the information
you provide will meet your
customer and stakeholder
needs in the future?**

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Environment and Society

- The EPA Quality Professionals are facing a number of changes in your quality system requirements.
- The need to provide more accurate, timely data and information to your customers are becoming more like businesses that produce products.
- Internal and External

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Enterprise Assurance? Or More Work?

- The new EPA Quality Policy will extend beyond the environmental services.
- Other functions that create products and services and have not had to apply the Q System may not welcome it.
- This is just the beginning of an Enterprise Assurance System that customers are demanding.



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EPA and Its Customers

Your customers,

– North America

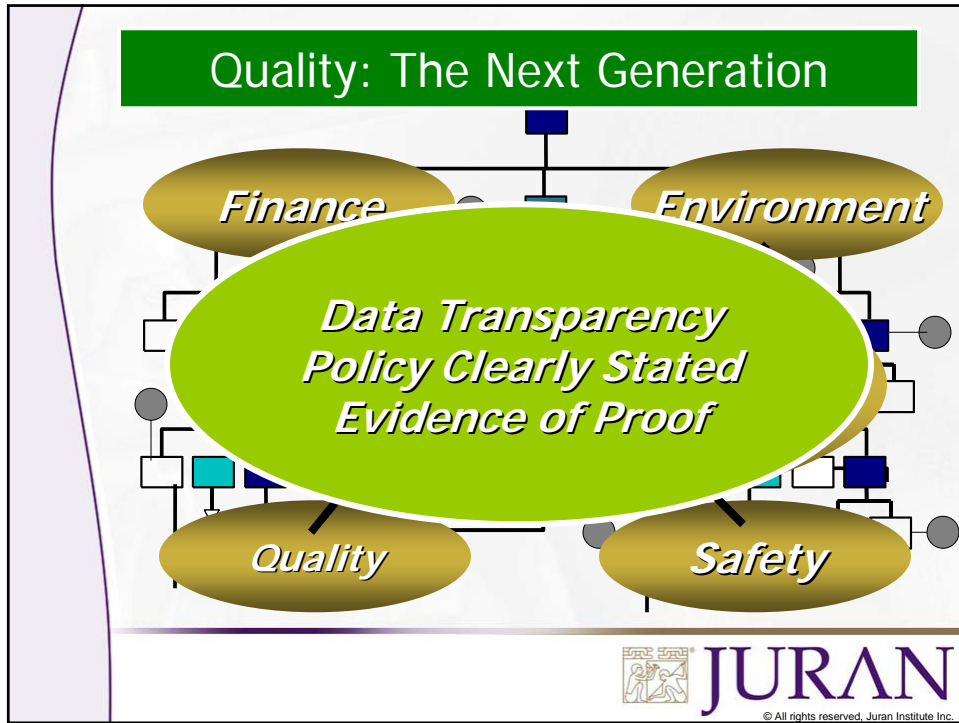
Subjective Data?
Why a new EPA Policy?
Past Failure in other agencies?

are not satisfied with the quality system. The advance of problems that may occur in the future.

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Will You Lead It?

**Only the Trusted Advisers
who truly understand
that the purpose
of the *EPA Quality System*
is to assure there is
a day after tomorrow.**

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Continuous Renewal of Q

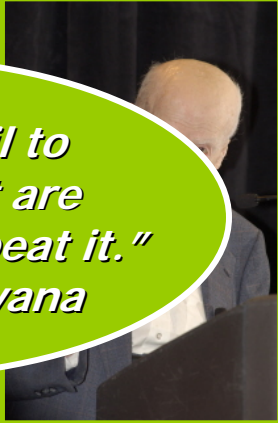
- **New Tools to Deal with Subjective Analysis**
- **Faster, Quicker Analysis**
- **More efficient data collection**
- **Use of External Advisory Boards**
- ***Old stuff, done better!***




The Santayana Review

In 1969, Dr. Juran stated...

***"If the US
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perfor
1980 they did it."***



***"Those who fail to look at the past are condemned to repeat it."
-George Santayana***



The Santayana Review

- *The price society and businesses paid when the US did not compete head to head on quality until the late 1980's cost us economic power.*
- *The price society we will pay for the EPA not getting it right the first time may be catastrophic.*



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The De Feo Review

In 2008, Joe De Feo stated...

“If Q Organizations provide reliable information “without a doubt” to its customers...the day after tomorrow will come.”



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Environment and Quality




Today


Tomorrow



Environment and Quality



"Without a doubt"
*The EPA Q Policy has led the EPA
to become the first Government Agency
to provide Toyota Quality to its stakeholders.*



EPA Quality System and Quality People

*You too
Shall Overcome !!!*



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Thanks for the time!!!

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