

Phil Crosby

Quotes

Quality, Mean, Defects, Jobs, Business, Change, Culture, Careers, Ifs, Cost, Preparation, Obvious, Baby, History, Effectiveness, Simple, Coaching, Believe, Moon, Manage

Quality is free. It's not a gift, but it's free. The 'unquality' things are what cost money.

~Phil Crosby

In a true zero-defects approach, there are no unimportant items.

~Phil Crosby

Quality has to be caused, not controlled.

~Phil Crosby

The cost of quality is the expense of doing things wrong.

~Phil Crosby

Quality is the result of a carefully constructed cultural environment. It has to be the fabric of the organization, not part of the fabric.

~Phil Crosby

When you're out of quality, you're out of business.

~Phil Crosby

If we deliver on time, but the product has defects, we have not delivered on time.

~Phil Crosby

Making a wrong decision is understandable. Refusing to search continually for learning is not.

~Phil Crosby

Problems breed problems, and the lack of a disciplined method of openly attacking them breeds more problems.

~Phil Crosby

Quality is such an attractive banner that sometimes we think we can get away with just waving it, without doing the hard work necessary to

achieve it.

~Phil Crosby

Slowness to change usually means fear of the new.

~Phil Crosby

We must define quality as conformance to specifications if we are to manage it.

~Phil Crosby

Improving quality requires a culture change, not just a new diet.

~Phil Crosby

It is always cheaper to do the job right the first time.

~Phil Crosby

Quality management is needed because nothing is simple anymore, if indeed it ever was.

~Phil Crosby

It isn't what you find, it's what you do about what you find.

~Phil Crosby

Eliminating what is not wanted or needed is profitable in itself.

~Phil Crosby

Quality means conformance to requirements, not elegance.

~Phil Crosby

If anything is certain, it is that change is certain. The world we are planning for today will not exist in this form tomorrow.

~Phil Crosby

You don't have to be noisy to be effective.

~Phil Crosby

The customer deserves to receive exactly what we have promised to produce - a clean room, a hot cup of coffee, a nonporous casing, a trip to the moon on goassamer wings.

~Phil Crosby

If you don't know what the defect level is, how do you know when to get mad?

~Phil Crosby

Very few of the great leaders ever get through their careers without failing, sometimes dramatically.

~Phil Crosby

Successful people breed success.

~Phil Crosby

When in doubt, delete it.

~Phil Crosby

Being convinced one knows the whole story is the surest way to fail.

~Phil Crosby

A rule to live by: I won't use anything I can't explain in five minutes.

~Phil Crosby

It is not possible to know what you need to learn.

~Phil Crosby

Most things don't work like they are supposed to work.

~Phil Crosby

Selecting the right person for the right job is the largest part of

coaching.

~Phil Crosby

The great discoveries are usually obvious.

~Phil Crosby

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