Critical Thinking Activity

**Which approach Is Best?**

Mark Berry, Sandra Griffith, and Juan Carlos are seniors at Florida Tech University, majoring in industrial technology with a quality emphasis. All three hope to be quality directors after graduation.

“I am going to use the Kaizen approach when I graduate and land my first job,” said Mark. “It’s simple, easy to use, and effective.”

“Not me,” replied Sandra. “I like the Six Sigma approach.”

“I’m not going to use either of them,” said Juan. “I’m going to make myself a master list of improvement strategies and use whatever is best for the individual situation.”

Join their debate. What approach do you think is best for promoting continual improvement, and why?