Joseph M. Juran (1989):

Juran recognised three processes in quality:

-        The basis for designing the quality is the Customer
-        The process sets the quality level
-        Goal: To create a product with better qualities

Paul Lillrank (1998):

The Aspects of quality:

1. Production based perspective

   - the process excludes all defective products

2. Design based perspective

   - definition of quality, where the use is the criterion

3. Customer based perspective

   - how well the product succeeds in its use

4. The environment based perspective

   - given by other reference groups then the Customer

Quality in Architeture
ACE 22.11.2008

Rainer Mahlamäki
Professor
President / SAFA

Criteria's of Quality:
(According to Juran and Lillrank)

Summary:

1.   The quality can be defined in an objective way

2.   The product, the service or the process are desired

What is Quality in Architecture?

1.   Flawless building

-   The building is technically correct and the design process was completed faultlessly

Rainer Mahlamäki

Professor

President / SAFA

What is Quality in Architecture?

2.   Desired building

  -   The building is what the client desired

  Question: is this enough?
  -   The values of the designer and the client can be opposite
  -   The expectations or the values of the client and the society

Rainer Mahlamäki
Professor
President / SAFA

Quality in Architecture?

Vitruvius:

Firmitas, Utilitas, Venustas

"The values of architecture can be stated but cannot always be measured"
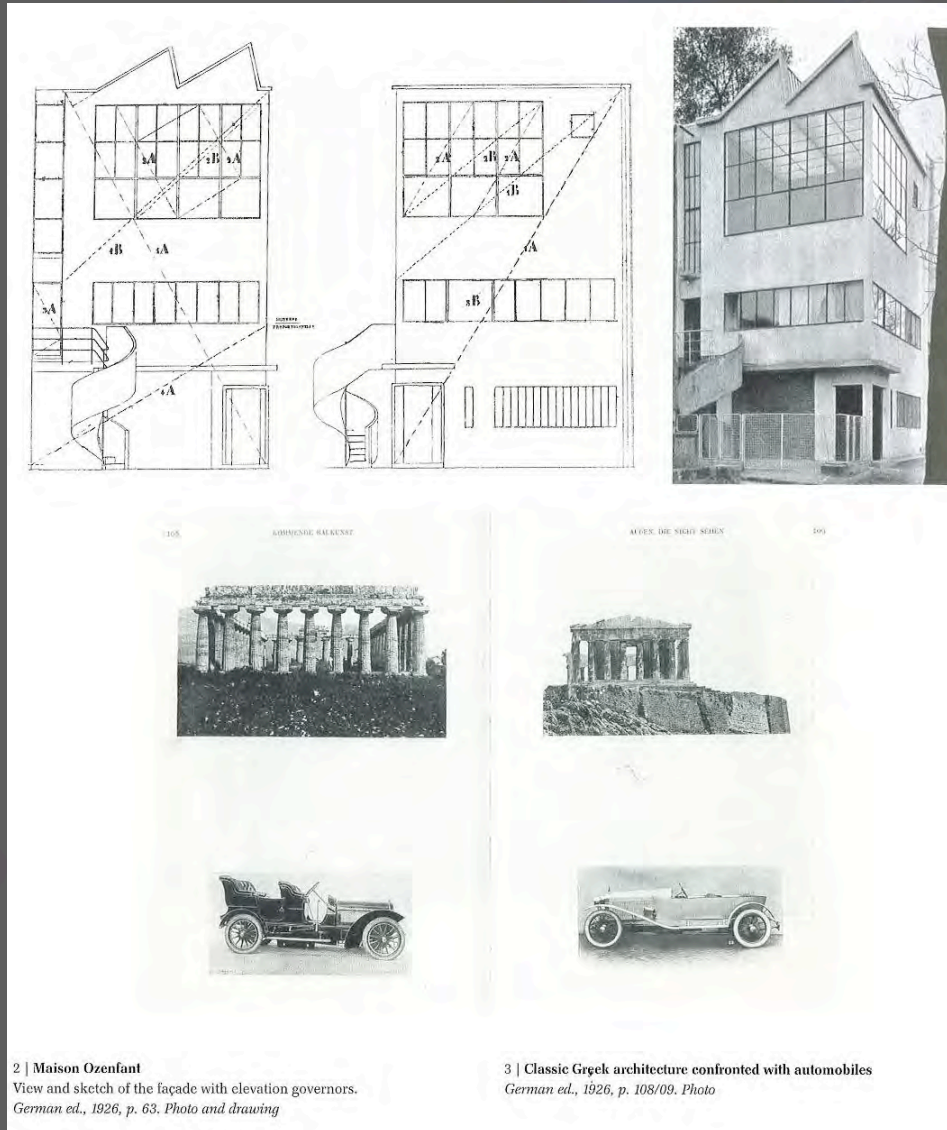The concept of quality
"Subjective"

2 | Maison Ozenfant
View and sketch of the façade with elevation governors.
German ed., 1926, p. 63. Photo and drawing

3 | Classic Greek architecture confronted with automobiles
German ed., 1926, p. 108/09. Photo

How do we promote quality in architecture?

1. By developing legislation and the building practices

2. By developing the skills and the status of the ones involved

   (status of architect)

→ Building and design culture based on adjustments ?

→ Culture based on the expertise of the designers and the others involved ?