Chapter ONE: Quality Education is the Only Answer to Our School Problems

- The purpose of this book is to explain how to manage students so that a substantial majority does high-quality schoolwork: nothing less will solve the problems of our schools.
- In school, the students are the workers, and right now almost none are doing quality work in class. Those who manage in the schools — teachers who manage students directly and administrators who manage teachers and some students — are in most instances highly dedicated.
- Is the problem unsolvable?
  - Should we, as we seem to be doing, give up on the idea of many students doing quality work and instead increase the amount of low-quality work?
  - If so, will this reduce the number of dropouts?
  - In this book, it describes highly successful practices and explains how school managers can learn to use them.
- Japanese workers, led by managers trained by Dr. Deming, for the first time made very high-quality products such as automobiles and electronics that the average person could afford.
- This book will explain how Dr. Deming’s ideas can be brought undistorted into schools so that the present elitist system will be replaced so all the students have the chance of high quality work and students will find this highly satisfying.
- Students are not just the workers in a school, they are the product.
- Deming’s ideas are likely to increase the quality of our education, moving “managing for quality” into practice in our schools will not be a easy job.
- Later on in the book, the author will explain the principles of choice theory to help administrators and teachers accept these new management ideas.
  - Choice theory revels, why and how all of us behave.
  - It explains why Deming’s ideas, when used correctly, work so great and how we can bring these ideas into our schools.
- As hard as this may seem for most teachers, the author contends that dropping scores is caused by the fact that our traditional system of managing students sends a clear message to almost all students that low-quality work is acceptable.