

Implementation of Quality Management Systems Using QFD Analysis

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Abstract

Quality Function Deployment (QFD) is a management instrument used to transform the client demands into specific parameters and elements for the development team. More often, the voice of the customer [VOC] is not expressed into engineering characteristics, so this method helps creating a new product or improving an old one with a minimum of compromises and increase customer satisfaction. An analytical overview of this method, presenting its advantages and disadvantages is presented. An example of a step-by-step utilization for implementing the management system in a company using WHAT (customer demands) and HOW (technical requirements) lists is developed. Based on this lists and their interdependences, an illustrative representation using House of Quality technique was created.

References:

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