



Title: Quality Function Deployment

Course:

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Note: This project is in the filing cabinet in the ETM department office.

Abstract: Organizations should focus on the processes that influence critical success factors. There are several tools that can be utilized to fine tune these processes. One is QFD - Quality Function Deployment. QFD is a systematic process for transforming customer requirements to design and process parameters. House of Quality (HOQ) is a matrix approach for gathering and consolidating ideas. included in QFD for all its phases. Various data gathering techniques are discussed for capturing the 'voice of the customer'. Group Dynamics, the key factor of QFD's success and for the future work force, is detailed.