



Quality-One International

Quality Function Deployment (QFD) Course Outline

- Introduction to Quality Function Deployment (QFD)
- Multiple Phases of QFD
- Relationship Between QFD and Voice of the Customer (VOC)
 - The KANO Model
 - Analytical Hierarchy Process (AHP) Pairwise Comparisons
- House of Quality Matrix
- What is a Requirement
 - VOC conversion to Requirements through House of Quality
 - The ranking system of QFD
 - The correlation rankings
 - Benchmarking opportunities
- What is a Specification
 - Requirements to Specifications (Design Matrix)
 - Using QFD to convert to specifications
- The Conversion of Specifications to Characteristics of Parts / Sub-systems
- Design Risk Assessment
- Special Characteristics Development and Linkage
- Process Matrix Example
 - Linking Characteristics to Process Methods
 - Special Characteristics Definition
 - Control Plan Methodology
 - Process Risk Assessment
 - Linking Special Design Characteristics to Process Flow
 - Process Controls Cascade
 - Process Control Plan
 - Traceability from Floor to Voice of the Customer
 - Bottom up analysis
 - Audit trail for completeness of Product and Process Development