

Quality Management Systems Implementation Based on Quality Function Deployment (QFD)

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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. In the first part of this paper, an analytical overview of this method - presenting its advantages and disadvantages - is presented. An example of a step-by-step utilization for implementing a quality management system in a company using WHAT (customer demands) and HOW (technical requirements) lists is developed in the second part of this paper. Based on these lists and their interdependences, an illustrative representation using House of Quality technique was created.

Keywords: Quality, Quality Management, Quality Function Deployment, Quality Management System, House of Quality.

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