

## **A Case Study on Quality Function Deployment (QFD)**

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**Abstract:** *Quality Function Deployment (QFD) was conceived in Japan in the late 1960's, and introduced to America and Europe in 1983. This paper will provide a general overview of the QFD methodology and approach to product development. Once familiarity with the tool is established, a real-life application of the technique will be provided in a case study. The case study will illustrate how QFD was used to develop a new tape product and provide counsel to those that may want to implement the QFD process.*

*Quality function deployment (QFD) is a "method to transform user demands into design quality, to deploy the functions forming quality, and to deploy methods for achieving the design quality into subsystems and component parts, and ultimately to specific elements of the manufacturing process."*

**Keywords:** *Quality Function Deployment, Tape Product, Product Development, Design Quality, Manufacturing*

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### **I. Introduction**

Quality Function Deployment (QFD) is a quality tool that helps to translate the Voice of the Customer (VoC) into new products that truly satisfy their needs. In this paper, QFD will be reviewed in order to understand how it works, to highlight its strengths and weaknesses and to discuss its practical applications. The first part of the paper will present an overview of QFD and explain the methodology. QFD will be defined and explained by means of an example and a number of benefits and implementation problems will be revealed [1].

First conceptualized in 1966 as a method or concept for new product development under the umbrella of Total Quality Control, Hinshitsu Tenkai (quality deployment) was developed by Dr. Shigeru Mizuno and Yoji Akao. Yoji Akao, et al detailed methods of quality deployment in 1972. The Japan Society of Quality Control formed a research group to specifically study Quality Function Deployment (QFD) in 1978. QFD is used to translate customer requirements to engineering specifications. It is a link between customers - design engineers - competitors - manufacturing. It provides an insight into the whole design and manufacturing operation from concept to manufacture and it can dramatically improve the efficiency as production problems are resolved early in the design phase.

It is very powerful as it incorporates the voice of the customer in the designs - hence it is likely that the final product will be better designed to satisfy the customer's needs. Moreover, it provides an insight into the whole design and manufacturing operation (from concept to manufacture) and it can dramatically improve the efficiency as production problems are resolved early in the design phase.

Quality Function Deployment (QFD) was conceived in Japan in the late 1960' s, and introduced to America and Europe in 1983. During the period between the late 1960's and early 1980's, the concept of QFD was evolved from the belief that Total Quality Control must include not only checking of the control points during production, but an understanding of the requirements prior to the design phase. In the late 1960's, Japanese companies were breaking from their post World War II mode of imitation and copying to a more original mode of product development i. making design quality an important consideration. The need to understand the critical design issues prior to production was acknowledged and QC process charts were widely used to ensure that the design criteria were met during manufacturing, but there was no formal system to translate the customer's needs into the initial design and subsequent process control points. Thus, an opportunity was created for QFD to come to fruition as a method to check the design itself for adequacy in meeting customer requirements and to translate those requirements to production [2].

#### **1.1 When to use QFD:**

QFD is applied in the early stages of the design phase so that the customer wants are incorporated into the final product. Furthermore it can be used as a planning tool as it identifies the most important areas in which the effort should focus in relation to our technical capabilities. Ask yourself these questions:

1. Why do QFD in this case?
2. What will the QFD be made of?
3. Is it the right tool at this time?
4. Is this the right place for implementation?
5. What is the goal and what is success?
6. Who all should we involve?

# A Case Study On Quality Function Deployment Qfd

**Kay Chuan Tan,Min Xie,Thong Ngee  
Goh**

## **A Case Study On Quality Function Deployment Qfd:**

Quality Function Deployment Yoji Akao,2024-11-01 Quality Function Deployment QFD is a method for satisfying customers by translating their demands into design targets and quality assurance points For a thorough how to on the implementation of QFD we went directly to the source Yoji Akao the creator of QFD and one of the foremost leaders of the Japanese Total Quality Control movement In this unprecedented book he explains the concepts and methods of this remarkable systems engineering approach Filled with case studies detailed charts and over 100 diagrams this book is a complete reference tool for QFD implementation It includes Use of the demanded quality deployment chart Using and promoting quality charts Using quality control process charts QFD at the pre production Quality deployment and reliability deployment Quality development in the construction industry QFD for the service industry QFD for software development

The Customer-driven Company William E. Eureka,Nancy E. Ryan,1994 Quality function deployment QFD is a powerful tool that helps companies identify and meet customer needs and produce quality and cost driven products The authors show why QFD is needed and how it can be incorporated into any company regardless of product line service or business environment This easy to understand revised guide gives readers a complete introduction to QFD and how it can prevent design details from being overlooked in the rush to get products to market *Quality Function Deployment* ,1988

**Quality Function Deployment and Systems Supportability** John Longshore,Angela Cheatham,Jim Gibson,2023-11-01 This book not only presents the overall development of quality function deployment QFD and what it has been used for to date but a new product support orientation by which it can be employed It is product and service system focused and presents how blending the processes and elements of supportability and analysis into a QFD modeled methodology can achieve optimal cost savings and performance efficiency and effectiveness In addition a working model is provided that will assist those that elect to use such an approach to current new product and or service development QFD is widely spreading throughout the world because of its outstanding usefulness It is aimed to fulfill the customer s expectation of a product or service design Organizations of all sizes are using it to 1 save product and service design and development time 2 focus on how the product or service might satisfy the customer and 3 improve communication at all levels of an organization during the development process Based on these three reasons today s traditional QFD can be divided into three branches and analyzed First QFD can be implemented effectively for developing new products and designs by establishing the linkage between design stages through the manufacturing environment However research has found that traditional QFD is quite weak in implementing modifications to existing product and service design during its predicted lifecycle Second most research to this point has been squarely focused on the voice of the customer for prioritizing customer needs While certainly needed the voice of the system that is being used to produce the product service and how they operate during its intended life cycle has been given less attention Third QFD is often viewed as overly labor intensive and thus costly and because of its

team based development logic manual in nature by those involved during its development and implementation Research has shown that life cycle sustainment planning and support for current or proposed products and or services requires a seamless and balanced life cycle support methodology To achieve this type of support twelve functional elements have been identified that form the product support infrastructure A new approach one that views product support as an integrative activity where all twelve product support elements are assessed over the entire product and or service life cycle is being deployed With this deployment comes a need to ensure Key Performance Parameters KPPs are achieved and functional alignment obtained by balancing supportability element cost and provisioning throughout the entire product and or service lifecycle not just during the development stage and to view the system as the customer and thus listen to the Voice of the System when assessing supportability requirements Quality Function Deployment QFD is such a tool This book contains four sections Section 1 provides an initial overview of QFD origins and history and highlights some of its use today It addresses how QFD fits within the organization increasing revenue and reducing cost It outlines a step by step strategy for successfully deploying QFD within the organization Section 2 examines the evolving product and or service requirement creating the design solution using QFD assessing supportability characteristics using QFD and performing functional supportability analysis using QFD Section 3 provides a guide for developing the life cycle supportability solution using QFD methodology on an ongoing basis and managing processes throughout the systems lifecycle Section 4 addresses using QFD in an imperfect world and will provide insight into how to use QFD beyond the standard house of quality concept

*Quality Function Deployment (c) Yoji Akao,1990-09-01* Quality Function Deployment QFD is a method for satisfying customers by translating their demands into design targets and quality assurance points For a thorough how to on the implementation of QFD we went directly to the source Yoji Akao the creator of QFD and one of the foremost leaders of the Japanese Total Quality Control movement In this unprecedented book he explains the concepts and methods of this remarkable systems engineering approach Filled with case studies detailed charts and over 100 diagrams this book is a complete reference tool for QFD implementation It includes Using the demanded quality deployment chart Using and promoting quality charts Using quality control process charts QFD at the pre production Quality deployment and reliability deployment Quality development in the construction industry QFD for the service industry QFD for software development

**Principles of Total Quality** Vincent K. Omachonu,Joel E. Ross,2004-05-27 In this era of global competition the demands of customers are growing and the quest for quality has never been more urgent Quality has evolved from a concept into a strategy for long term viability The third edition of Principles of Total Quality explains this strategy for both the service and manufacturing sectors This edition addresses the theme of reliability against the backdrop of increasing litigation in the area of product performance New chapters also introduce and provide a historical perspective for Six Sigma and discuss practical applications of the concepts of service excellence within healthcare organizations The book also expands its analysis of management of process quality customer focus and

satisfaction organizing for TQM control charts for variables and quality function deployment *Best Practice Quality Function Deployment (QFD)*, 2004 To provide an advanced product definition methodology based on quality function deployment QFD principles to identify minimize the risks of project failures due to failure to align with the voice of the business The methodology was developed by reviewing current design product definition and QFD tools and then applied to a number of industry based design projects in academia as well as an in depth case study at one industry organization The tool has been well accepted for its ease and approach in both industry and academic environments and already used to help guide project management The **An Investigation Into Best Practice Usage of Quality Function Deployment (QFD) with Proposed Extensions** John Joseph Cristiano, 1998 *The Application of Quality Function Deployment (QFD) to Biotechnology* Tim Sellan, 1991 Advanced QFD Applications Kay Chuan Tan, Min Xie, Thong Ngee Goh, 2003-02-01 This book focuses on the collection interpretation and analysis of the voice of the customers VOC and serves as an excellent reference or textbook for learning how to apply QFD Following this unique approach for capturing the VOC will ensure your product service meets their needs Included is a discussion of recent advances in QFD methodology methods for strategically analyzing and selecting benchmarks and examples through case studies Contents Introduction to Quality Function Deployment Decision Making Using the House of Quality Variability Analysis in QFD QFD for Service Quality Analysis The Implementation of QFD based Linguistic Data Benchmarking in QFD for Quality Improvement Product Design Catalin Alexandru, Codruta Jaliu, Mihai Comsit, 2020-10-28 Product design is a comprehensive process related to the creation of new products and the ability to design and develop efficient products are key to success in today's dynamic global market Written by experts in the field this book provides a comprehensive overview of the product design process and its applications in various fields particularly engineering Over seven chapters the authors explore such topics as development of new product design methodologies implementation of effective methods for integrated products development of more visualized environments for task based conceptual design methods and development of engineering design tools based on 3D photogrammetry among others Why Quality is Important and How It Applies in Diverse Business and Social Environments, Volume I Paul Hayes, 2020-12-24 These two volumes are about understanding why and application how with the aim of providing guidance and introduction to both Quality is the consistent achievement of the user's expectations of a product or service The achievement needs to be The right thing right first time every time in time Beginning with manufacturing and services it also includes professional personal and spiritual dimensions Variation does not sit happily with consistency and skill in handling risk and opportunity requires competence in the use of statistics probability and uncertainty and needs to complement the critically essential soft dimensions of quality and the overarching and underpinning primacy of personal relationships There are no clear boundaries to the applicability of quality and the related processes and procedures expressed in management systems and this is why it matters so much to show how it applies in diverse business and social

environments Increasingly the acceptability of boundaries that are drawn depends on their effect on the user and the achievement of quality and the latest standards on quality management are explicit on this key point Quality is everyone's business and there is no single professional discipline that can properly express this Insights knowledge experience best practice tools and techniques need to be shared across all kinds of organizational and professional boundaries and there is no departmental boundary that can stand apart from the organization wide commitment to quality achievement

**SHORT COURSE ON QUALITY FUNCTION DEPLOYMENT FOR THE U.S. SHIPBUILDING INDUSTRY**, 1993 *Changing Organizations: From the Psychological & Technological Perspectives* Hakan Kapucu, Cüneyt Akar, 2018-11-15 *Quality Function Deployment and Six Sigma, Second Edition* Joseph P. Ficalora, 2009-07-15 *Make the Most of QFD and the Voice of the Customer in Six Sigma Environments* Quality Function Deployment QFD techniques have helped thousands of organizations deliver higher quality more user focused product designs Now Lou Cohen's classic guide to QFD has been thoroughly updated to fully align QFD with Design for Six Sigma DFSS and other state of the art Six Sigma methodologies Revised by world class Six Sigma expert Joe Ficalora and his team at Sigma Breakthrough Technologies this new edition's up to date perspective on QFD reflects dozens of successful Six Sigma and DFSS deployments They offer a start to finish methodology for implementing QFD and systematically illuminate powerful linkages between QFD and Six Sigma DFSS Marketing for Six Sigma MFSS and Technology for Six Sigma TFSS An expanded start to finish case study demonstrates how QFD should function from all angles from design and marketing to technology and service Learn how to Identify the roles and advantages of QFD in today's global business environment Understand every element of the House of Quality HOQ Use QFD to drive more competitive product and service development Move from the processes you have to the processes you want Anticipate QFD's unique challenges overcome its obstacles and deploy it successfully Extend the HOQ concept all the way through project completion Deploy powerful Voice of the Customer VOC techniques throughout all phases of development not just planning Adapt QFD for software development service development and organizational planning Whether you're working in operations engineering marketing technology or service development this book will help you drive maximum value from all your Six Sigma QFD VOC and DFSS investments

**Industrial Engineering in the Big Data Era** Fethi Calisir, Emre Cevikcan, Hatice Camgoz Akdag, 2019-01-23 This book gathers extended versions of the best papers presented at the Global Joint Conference on Industrial Engineering and Its Application Areas GJCIE held in Nevsehir Turkey on June 21-22 2018 They reports on industrial engineering methods and applications with a special focus on the advantages and challenges posed by Big data in this field The book covers a wide range of topics including decision making optimization supply chain management and quality control

**Frontiers of Business, Management and Economics** Mehran Nejati, 2013-06-05 This edited book is a compilation of research studies conducted in the areas of business management and economics These cutting edge articles will be of interest to researchers academics and business managers

**The Source**, 1992

Application of Quality Function Deployment in New Product and Service Development Anusha Uppalanchi, 2010 Quality Function Deployment QFD is a systematic process to integrate customer requirements into every aspect of the design and delivery of products and services Understanding the customers wants or needs from a product or service is crucial to the successful design and development of new products and services QFD is a system that utilizes customer demands to meet client missions by outlining what the customer wants in a service or product QFD was used in this research to determine customer needs and thus to ensure that customer demands are met This methodology is demonstrated using two case studies Hydrogen Fuel Cell Vehicle HFCV and American Society for Engineering Management ASEM QFD was also integrated with SERVQUAL to present an effective methodology that was demonstrated in a Career Opportunities Center COC case study The results included prioritized customer requirements resource allocations and technical requirements The QFD methodology presented in this study could serve as a powerful tool in the development of many new products services

Abstract leaf iv **Voice of the Customer** Kai Yang, 2007-11-14 Discover All the Advantages of Using Design for Six Sigma to Develop and Build Customer Value Based Products Voice of the Customer Capture and Analysis equips Six Sigma you with the skills needed to create and deploy surveys capture real customers need with ethnographic methods immediately analyze the results and coordinate and drive responsive actions Quality expert Kai Yang explains how to utilize the statistical methods of Design for Six Sigma to identify key customer needs and assess the cost of poor quality He then shows how to design robust products to meet those needs optimize product life cycles and accurately validate their findings Voice of the Customer Capture and Analysis features a wealth of information on Six Sigma and value creation customer survey design administration and analysis ethnographic research process management and Lean Product Development the deployment of customer value into products DFSS and value engineering This product design tool enables you to Minimize sources of response and measurement error Discern customer preferences Design VOC research to minimize mistranslation Respond to analytical implications of VOC data Optimize design to decrease sensitivity of CTQs to process parameters With the help of Voice of the Customer Capture and Analysis you can now acquire the skills needed to truly understand a customer s wants and needs in order to develop and build optimal products Most Design for Six Sigma product development teams fall short of truly understanding their customers want and needs until it is too late Market research studies and reports simply do not provide sufficient guidance Today s Six Sigma practitioners need a comprehensive approach to designing and building customer value based products Voice of the Customer Capture and Analysis now gives you the ability to create and deploy surveys capture real voice of the customer in the field immediately analyze the results and coordinate and drive responsive actions This powerful product development tool demonstrates how to utilize the statistical methods of Design for Six Sigma to identify key customer needs assess the cost of poor quality design robust products to meet those needs optimize product life cycles and accurately validate their findings By using the expert methods strategies and guidelines presented in Voice of

the Customer Capture and Analysis you can Harness VOC data to create value based products Employ Design for Six Sigma to optimize value creation Become proactive in gathering VOC information Improve customer survey design administration and analysis Accurately process VOC data Deploy customer value into products DFSS Perform effective quality function deployment QFD Get the most out of value engineering Capitalize on creative design methods Utilize process management and Lean Product Development Apply statistical techniques and Six Sigma metrics This wide ranging resource will give you the ability to minimize sources of response and measurement error clearly discern customer preferences design VOC research to minimize the perils of mistranslation respond to analytical implications of VOC data and optimize design to decrease sensitivity of CTQs to process parameters Comprehensive and authoritative Voice of the Customer Capture and Analysis provides you with all the tools you need to fully understand customer needs and wants\_ and then develop and build outstanding products that meet or exceed customer expectations

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