

Quality Function Deployment Workshop Details

Description

Course will explain how to use House of Quality (QFD) to prioritize various competing customer requirements, how Houses of Quality can be used to drill down into lower level design of a product or service, how to effectively facilitate a QFD effort, how to validate a completed house. Recommended Prerequisite Knowledge: Brainstorming and its Results. **Duration - 8 hours.**

Goal

Understand what Quality Function Deployment is, when and how to conduct a QFD, how to utilize an hierarchical set of QFDs and how to relate quality of low level items to top level customer needs.

Outline / Topics

Definitions

- Kano Model
- CTQ's (Y's and X's)
- Flowdown and Flowback

Conducting a QFD

- Facilitation Skills
- Teaming Process
- QFD Process
- QFD Tool
- House Completed - What Next?
- Flowdown and Flowback

House of Quality

- Floor Plan
- Relationships of What's and How's
- Later Generation Houses

Summary

- When and Why QFD is Appropriate
- Power of Multiple Houses of Quality

Results

Upon successful completion of the training, participants will have demonstrated the ability to:

1. Understand relationship between Kano Analysis used with QFD to develop or refine a multi-generational product plan.
2. Use the relationship between Customer defined Critical to Quality (CTQ) characteristics and lower level components needed to achieve desired performance.
3. Recognize the skills required to be an effective QFD facilitator and the importance of applying those skills to complete a QFD.
4. Actively participate in a QFD session aware of the importance of following the QFD process.
5. Use multiple QFDs to better understand flowdown and flowback relationships between customer defined CTQs and the implementation details needed to meet those CTQs.
6. Use an Excel based QFD tool provided in the Workshop for constructing multi-level Houses of Quality and analyzing the relationships between the houses.