Quality Function Development Practical Approach Implementing TQM

Brief Course Description:

Successful enterprises know what their clients need & deliver the solution flawlessly at the lowest possible cost. QFD is the tool for providing "Just Enough" Quality, "Just-In-Time". This program will demonstrate the four-phased approach with hardware example throughout to facilitate understanding and provide a "how to" guide for the future reference when implementing programs in house. With QFD, processes are analyzed, refined, and redesigned to assure requirements are met. Subsequently, a Quality Management System is implemented to determine and standardize….

- Who does what process;
- At what time;
- To which standards the activity must be performed to.

The Objective of the Course: The techniques and tools offered in this course go beyond theory and provide a practical tool kit for implementation. Quantitative methods are simplified but powerful and illustrate their utility in the context of QFD method. A series of hands-on exercises and the same, practical real-world example will be used throughout the class to illustrate:

- Role of KANO modeling
- How to define achievable, Customer-focused, Value-driven requirements
- Implementing the four-phases of QFD
- Applying quantitative and qualitative methods and tools
- Applying reliability & maintainability tools and methods [FMECA, FTA, allocations, etc.]

Statistical methods and "7 Basic Quality Tools"