



# Quality Function Deployment (QFD) Bushfire Mitigation

## **Group 2**

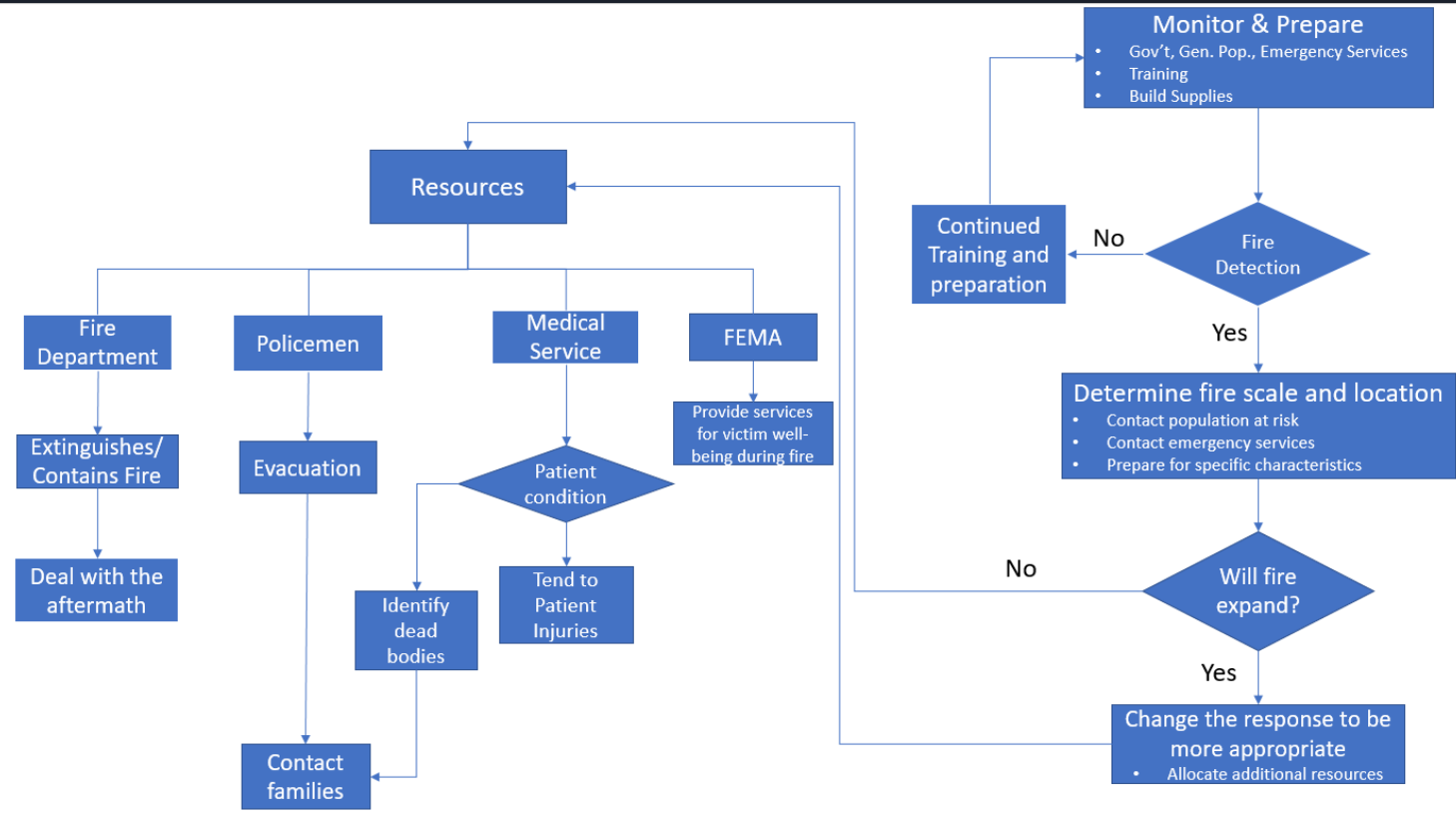
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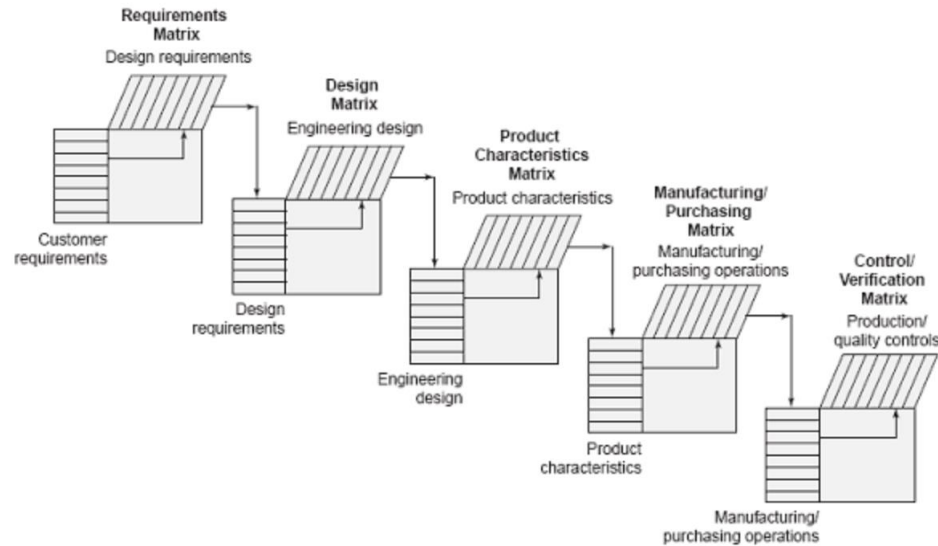
2/21/2019

# Flow Chart



# Overview: Quality Function Diagram Waterfall

**Figure 2** — Waterfall relationship of QFD matrices



Customer Requirements

Design Requirements

Engineering Design

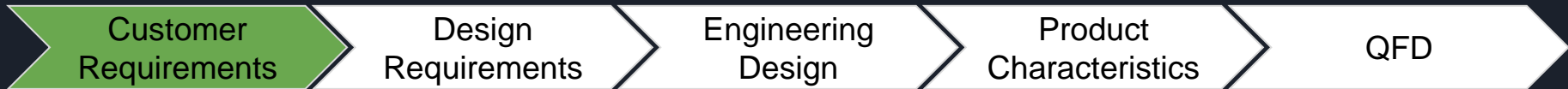
Product Characteristics

QFD

# Customer Needs

- Nurses & Doctors
- Temporary Shelter
- Food & Water
- Medicine
- Administration
- Transportation
- Recovery Assistance
- Fire Control

		Customer Needs							
		Nurses & Doctors	Temporary shelter	Food & Water	Medicine	Administration	Transportation	Recovery Assistance	Fire Control
External Customers	Effected Residents		9	9	1		9	9	9
	Non-residents (tourists, students)		9	9	1		9		5
	Patients	9		9	9		5		1
	Infrastructure					5	1	5	5
	Industry/Commerce					5	1	5	9
Internal Customers	Police Department			1		9	5	1	
	Fire Department			1		9	9	1	9
	Healthcare Field	9	5	1	5	9	5	1	5
	FEMA		5	1		9	5	5	



# Product Design

- Training
- Procedures
- Planners
- Proper Equipment
- Reports/Data
- Facilities/Offices
- Funding

		Product Features						
		Training	Procedures	Planners	Proper Equipment	Reports/Data	Facilities/Offices	Funding
Customer Needs	Nurses & Doctors	9	9		9	9	5	9
	Temporary Shelter				5		9	9
	Food & Water				5		5	9
	Medicine					5		9
	Administration	9	9	9	5	9	5	
	Transportation				5		9	9
	Recovery Assistance			5	5		5	9
	Fire Control	9	9	5	9			9

Customer Requirements

Design Requirements

Engineering Design

Product Characteristics

QFD

# Process Design

- Budgeting
- Engineering/Manufacturing
- Process Flow Chart
- Surveys
- Inspections
- Controlling/Planning
- Communication Plan

		Process Features						
		Budgeting	Engineering/ Manufacturing	Process Flow Chart	Surveys	Inspections	Controlling/ Planning	Communication Plan
Product Features	Training	5		9	1	1	9	9
	Procedures	1		9	5	9	9	9
	Planners	5		9	9	9	9	1
	Proper Equipment	9	9			5	5	
	Reports/Data			5	9	9	5	
	Facilities/Offices	5	5				5	1
	Funding	9		5	9		1	5

Customer  
Requirements

Design  
Requirements

Engineering  
Design

Product  
Characteristics

QFD

# Process Control Features

- QFD
- Timeline
- Real-time Surveillance
- Data Analysis
- System Engineering
- Process Capability Analysis
- Discussion
- Education
- Review

		Process Control								
		Quality Function Deployment	Timeline	Real-time Surveillance	Data Analysis	System Engineering	Process Capability Analysis	Discussion	Education	Review
Process Features	Budgeting		1	5	9		5	9	1	9
	Engineering/Manufacturing	9	1	5		9	5	5	9	1
	Process Flow Chart		9	5		1		9	1	9
	Surveys	5		1	9		5			1
	Inspections	5		1		1	5		5	5
	Controlling/Planning	9	9	9	5	9	5	9	5	9
	Communication Plan							5	1	5

Customer Requirements

Design Requirements

Engineering Design

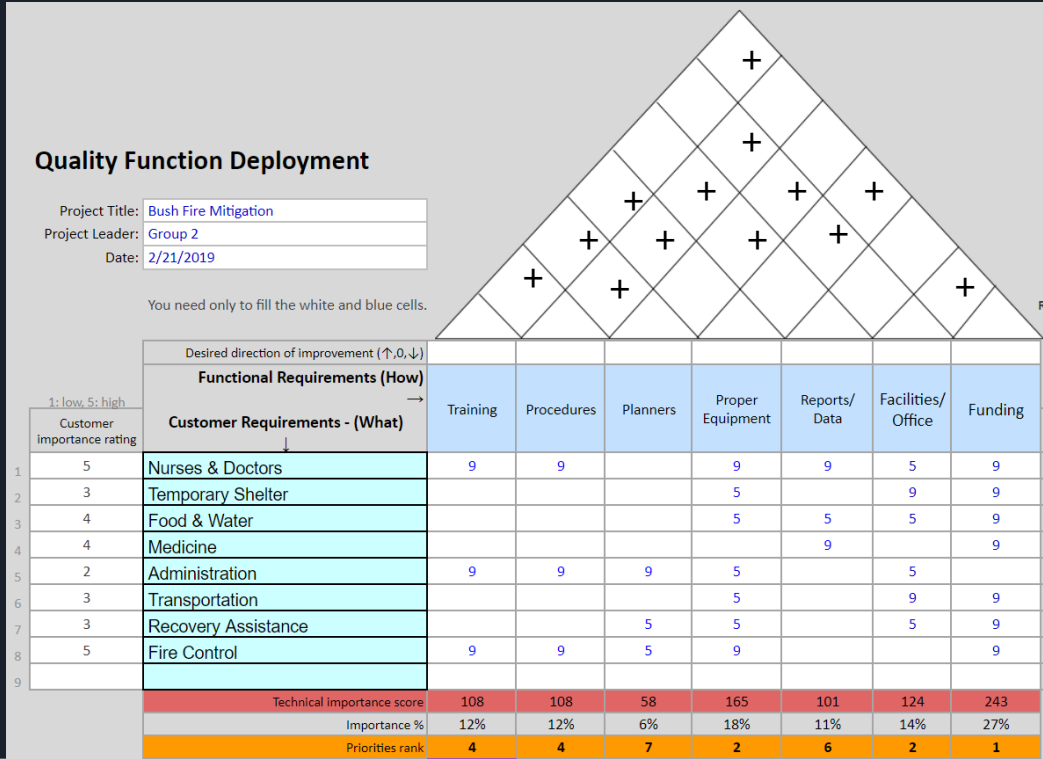
Product Characteristics

QFD

# House of Quality

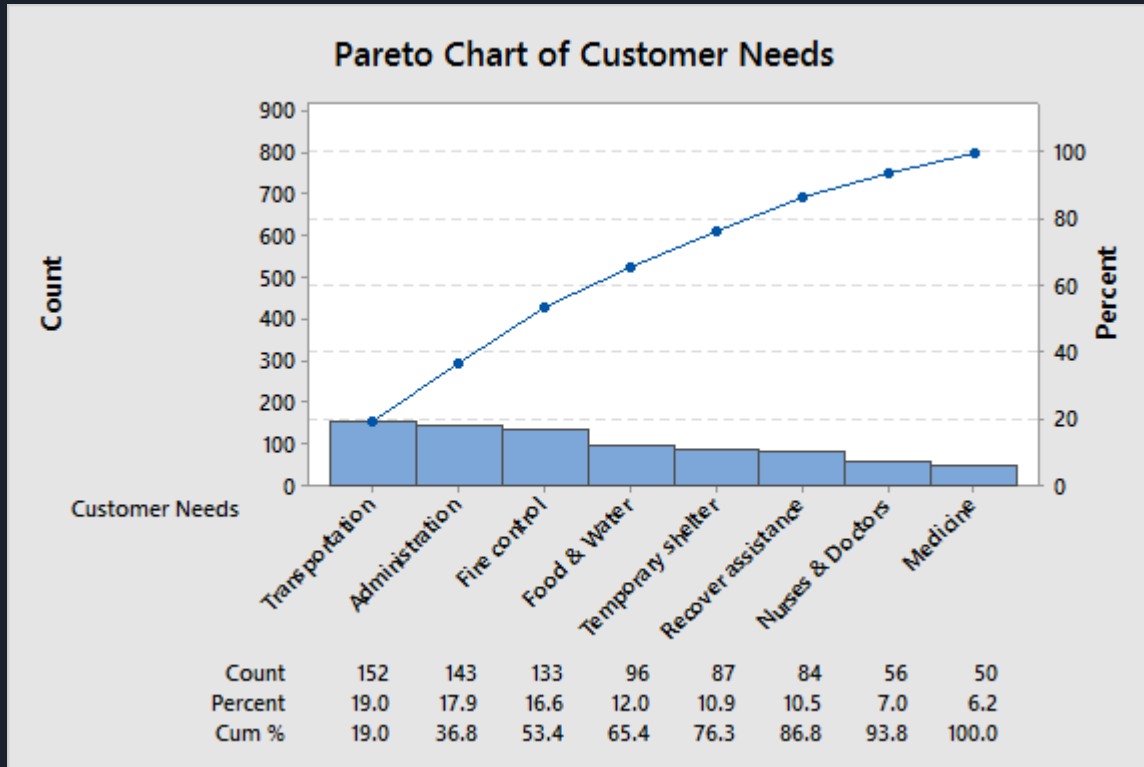
## PRIORITIES

- Funding
- Proper Equipment
- Facilities/Office
- Training
- Procedures





# Measurement Tool-Pareto Chart





Questions?