

HOUSE OF QUALITY



Team 1

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QUALITY FUNCTION DEPLOYMENT - QFD

- It is a method for developing a design quality aimed at satisfying the consumer and then translating the consumer's demand into design targets and major quality assurance points to be used throughout the production phase.
- It is a way to assure the design quality while the product is still in the design stage.

HOUSE OF QUALITY

- It is a diagram, resembling a house, used for defining the relationship between customer desires and the firm/product capabilities.
- It is a part of the Quality Function Deployment (QFD).
- It utilizes a planning matrix to relate what the customer wants to how a firm is going to meet those wants.

Steps in QFD

- Prioritize spoken and unspoken customer wants and needs.
- Translate these needs into technical characteristics and specifications.
- Build and deliver a quality product or service by focusing everybody toward customer satisfaction.

Applications of QFD House of quality

- Plan new products
- Design product requirements
- Determine process characteristics
- Control the manufacturing process
- Document already existing product specifications

House of Quality – Coal Mine Accident

- The quality issue at the coal mine arises mainly due to lack of safety & bad operational conditions.
- Thus , the worker is chosen as an input to bring about change.
- The voice of the customer is replaced by the Worker Demands.
- Voice of engineer is represented by the various processes shown.

Workers Needs

	Wt.	Customer Support & Order Management	Worker Productivity	Safety Standards	Company Reputation	Human Resource Management	Providing an Effective Environment	Providing and Growing People	Maintenance	Measure	Target	Actual
Communication	3	Δ	○	○	○	⊖	Δ	Δ	I	Credibility	+10%	12%
Benefits	1	Δ	⊖	Δ	Δ	○	Δ	⊖	Δ	ROI	+5%	6%
Safety Equipments	5	⊖	⊖	⊖	I	○	Δ	○	⊖	Adherence	100%	81%
Good Working Environment	5	○	○	⊖	○	○	Δ	⊖	⊖	PMA	100%	72%
Internal Inspections	3	○	Δ	Δ	Δ	Δ	I	Φ	⊖	SLAs met	100%	96%
Training Programs	2	Δ	⊖	○	I	⊖	T	Δ	Δ	Retention	100%	84%
Better Regulations	3	Δ	Δ	⊖	⊖	○	○	Δ	○	# Projects	4	3
	Ranking	78	102	136	40	75	100	77	129			

Inference

Based on the CFD House of quality, the following are the major areas of concern:

- Safety Standards
- Working environment
- Worker productivity

REFERENCES

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THANK YOU

Questions