

Quality Management Systems Implementation Based on Quality Function Deployment (QFD)

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Abstract

***Quality Function Deployment (QFD)** is a management instrument used to transform the client demands into specific parameters and elements for the development team. More often, the voice of the customer [VOC] is not expressed into engineering characteristics, so this method helps creating a new product or improving an old one with a minimum of compromises and increase customer satisfaction.*

In the first part of this paper, an analytical overview of this method – presenting its advantages and disadvantages- is presented.

*An example of a step-by-step utilization for implementing a **quality management system** in a company using **WHAT** (customer demands) and **HOW** (technical requirements) lists is developed in the second part of this paper. Based on these lists and their interdependences, an illustrative representation using **House of Quality** technique was created.*

Keywords: *Quality, Quality Management, Quality Function Deployment, Quality Management System, House of Quality.*

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