

Quality Function Deployment

Bawani Ho
Acme
2007-Mar-05 : 15:23:54

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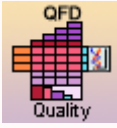
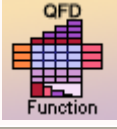
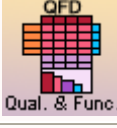

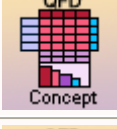
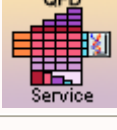
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Project Introduction

Project Details

Project Name	QFD
Description	Quality Function Deployment
Objective	
Abstract	
Project Leader	Bawani Ho
Commencement Date	15-Jul-2006
Project Completion Date	15-Jul-2006
Completion Date	
Status	Not Completed

Project Flow

Stages	Objective	Activities	Deliverables	Applet
1	QFD Quality Matrix	Import What data from VOC and add How data and other Customer information related to Quality	Ranked Hows of Quality Matrix which can be progressed into Function Matrix or imported into FMEA	
2	QFD Function Matrix	Import What data from Quality Matrix and add How data and other Customer information related to Function	Ranked Hows of Function Matrix which can be progressed into Quality and Function Matrix or imported into FMEA	
3	QFD Quality-Function Matrix	Combine Quality and Function Matrices	Ranked Hows of Quality and Function Matrices which can be imported into Function Matrix	
4	QFD Production Matrix	Develop the Production Matrix	Ranked Hows of Production Matrix which can be imported into FMEA	
5	QFD Concept Selection Matrix	Generate product options and select the best option	Objective selection of product based on merits	
6	QFD Service Matrix	Build a QFD Matrix for Service.	Ranked Hows of Quality Matrix which can be progressed into Function Matrix or imported into FMEA (B)	

Quality Function Deployment

Quality Function Deployment

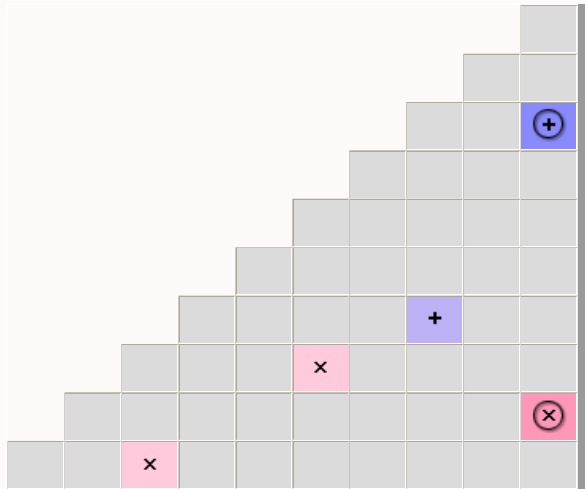
Eswari Raman
Acme
2007-Mar-05 : 14:59:09

Applet Introduction

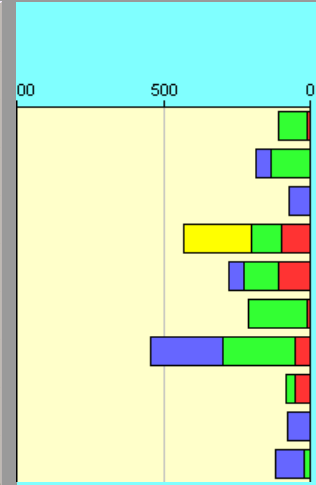
Applet Details

Applet Title	QFD
Description	Quality Function Deployment
Objective	
Abstract	
Team Leader	Eswari Raman
Commencement Date	03-Mar-2007
Expected Completion Date	
Completion Date	
Status	Not Completed
Team Name	
Team Members	<i>No Team Members are selected.</i>

Q - Matrix



Selection Mode	↔	↔	↓	↔	↑	↔	↑	↓	↑	↓	1	0	1.0	Competition					Overall Importance
	Feel panel results	Shape and fit	Number of attachment	Marking pressure	Material quality index	Impression panel	Time to order	Time to replace	Amount recyclable	Amount of trash				Customer's importance	Corporate Direction	Importance [Unweighted]	Fairchild	National	
Unweighted																			
Solid Feel	9										10.0	2.0	10.0	10	100	0	0	5.2	10.0
Writes smoothly		9		3							10.0	6.5	10.0	0	135	50	0	8.8	10.0
Eash to handle			9								5.0	8.0	5.0	0	0	70	0	3.3	5.0
Easy to find		3		9							10.0	7.5	10.0	100	100	0	230	20.5	10.0
Looks expensive					9	3					12.5	11.5	12.5	110	115	50	0	13.1	12.5
Creates good impression						9					12.5	9.5	12.5	10	200	0	0	10	12.5
Easy to order							9				12.5	11.0	12.5	50	250	245	0	26	12.5
Easy to replace								9			5.0	5.5	5.0	50	30	0	0	3.8	5.0
Protect the environment									9		15.0	11.0	15.0	0	0	75	0	3.6	15.0
Minimal trash from packaging										9	7.5	0.0	7.5	0	20	100	0	5.7	7.5



Objective Target value	12 N	14 mm	2 pcs	0.7 N	99 %	Curve	2 days	2 min	90 %	150 g
Competitive Analysis										
Fairchild	6 N	Snug	1 pcs	1.1 N	85 %	Curve	4 days	3 min	74 %	180 g
National	7 N	Comfortabl	3 pcs	0.8 N	95 %	Curve	3 days	5 min	76 %	200 g
Philips	10 N	Snug	2 pcs	1.0 N	80 %	Straight	4 days	6 min	70 %	150 g
Sharp	New	New	New	New	New	New	New	New	New	New
Technical Importance										
Absolute Importance	90	120	45	120	112.5	150	112.5	45	135	67.5
Percentage Importance	9	12	4.5	12	11.3	15	11.3	4.5	13.5	6.8
Rank	7	3	9	3	5	1	5	9	2	8

Statutory Requirements

- Legal 1** Acme does not employ child labour.
- Legal 2** Acme will ensure that stakeholders are informed of any legal policy changes.

Company Policies

- Policy 1** Acme will comply with the Environmental Management System ISO 14000.
- Policy 2** Acme will not use any Chloro Fluoro Carbon compounds in its manufacturing processes.

Quality Function Deployment

QFD Function Matrix

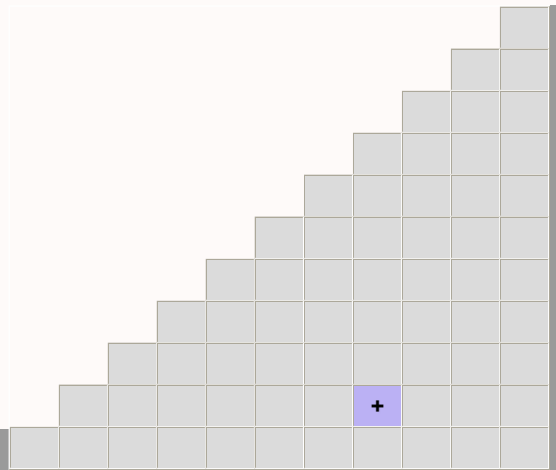
Bawani Ho
Acme
2007-Mar-05 : 15:02:52

Applet Introduction

Applet Details

Applet Title	F-Matrix
Description	QFD Function Matrix
Objective	
Abstract	
Team Leader	Bawani Ho
Commencement Date	03-Mar-2007
Expected Completion Date	
Completion Date	
Status	Not Completed
Team Name	
Team Members	<i>No Team Members are selected.</i>

F - Matrix



New What New How	↔	↑	↔	↔	↔	↑	↔	↑	↔	↑	↔	Overall Importance
	Regulate Material	Fit in hand	Ink viscosity	Optimize size	Finish	Click mechanism	Snap Replace	Order information	Replace instruction	No leaks	Degradable material	
Solid Feel	9											10.00
Writes smoothly		3	9									10.00
Eash to handle				9								5.00
Easy to find	3				9							10.00
Looks expensive			3			9						12.50
Creates good impression			1				9					12.50
Easy to order								3				12.50
Easy to replace									3			5.00
Protect the environment										9		15.00
Minimal trash from packaging											9	7.50
Functional Importance												

Quality Function Deployment

Quality and Function Matrix

Bawani Ho
Acme
2007-Mar-05 : 15:08:18

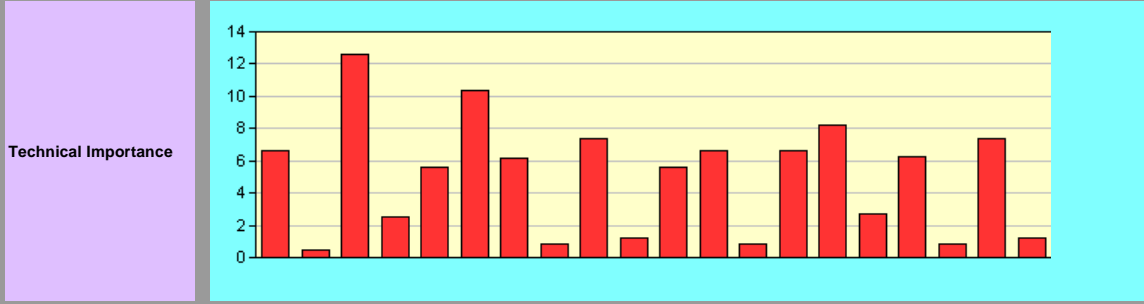
Applet Introduction

Applet Details

Applet Title	QF-Matrix							
Description	Quality and Function Matrix							
Objective	The QF-Matrix combines the Quality factors and the Function factor of a pen							
Abstract	The QF-Matrix allows the quality data and function data from two QFD Matrices to be combined into one matrix							
Team Leader	Bawani Ho							
Commencement Date	16-Aug-2006							
Expected Completion Date								
Completion Date								
Status	Not Completed							
Team Name	QF Matrix							
Team Members	<table border="1"><tr><td>1</td><td>IR0020</td><td>Farida Sulaiman</td></tr><tr><td>2</td><td>IR0025</td><td>Fauzi Rozita</td></tr></table>		1	IR0020	Farida Sulaiman	2	IR0025	Fauzi Rozita
1	IR0020	Farida Sulaiman						
2	IR0025	Fauzi Rozita						

QF - Matrix

	Material Data Sheet	Off-round shape	Viscosity test	Dimensional checks	Anodised surface	Spring clip	Rimmed ridge	Printed manual	Tight rollers	Paper based	Sensor touch checks	Shadowgraph plot	Standard sizes	Microfoil burst	Incoming inspection	Aluminium alloy	Freephone number	Measured time	Calculate content	Recycle organics		
Regulate Material	9																				120.00	
Fit in hand		3																				30.00
Ink viscosity			9																			140.00
Optimize size				9																		45.00
Finish					9																	90.00
Click mechanism						9									3							112.50
Snap Replace							9															112.50
Order information								9														37.50
Replace instruction									9								1					15.00
No leaks									9													135.00
Degradable material										3												67.50
Feel panel results			9								9											90.00
Shape and fit						3						9										120.00
Number of attachment													3									45.00
Marking pressure														9								120.00
Material quality index						3					1				9							112.50
Impression panel																3						150.00
Time to order					1												9					112.50
Time to replace																		3				45.00
Amount recyclable																				9		135.00
Amount of trash																					3	67.50



Absolute Importance	1080	90	2070	405	922.5	1710	1012.5	135	1215	202.5	922.5	1080	135	1080	1350	450	1027.5	135	1215	202.5
Percentage Importance	6.6	0.5	12.6	2.5	5.6	10.4	6.2	0.8	7.4	1.2	5.6	6.6	0.8	6.6	8.2	2.7	6.3	0.8	7.4	1.2
Rank	8	20	1	14	12	2	10	19	5	16	12	8	19	8	3	13	9	19	5	16

Quality Function Deployment

QFD Production Matrix

Bawani Ho
Acme
2007-Mar-05 : 15:12:56

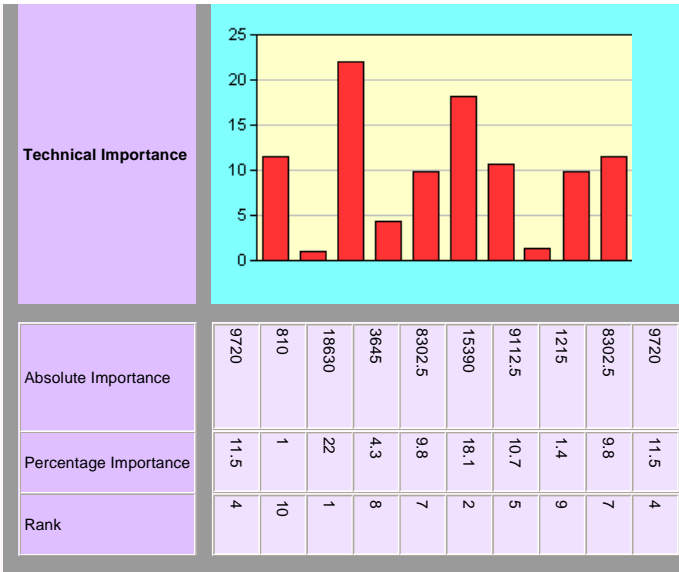
Applet Introduction

Applet Details

Applet Title	QFD Production			
Description	QFD Production Matrix			
Objective	To use a Production Matrix in the factor floor			
Abstract				
Team Leader	Bawani Ho			
Commencement Date	03-Mar-2007			
Expected Completion Date				
Completion Date				
Status	Not Completed			
Team Name	QFD Production			
Team Members	<table border="1"><tr><td>1</td><td>IR0091</td><td>Parymala Sehthu</td></tr></table>	1	IR0091	Parymala Sehthu
1	IR0091	Parymala Sehthu		

Production - Matrix

	Check MDS	Test Concentricity	Rheology/ Test	Go-No Go Jig	Surface Reflectivity	Tensile Strength	Rimming Process	Manual on CD	Inspection	Shadowgraph print	
Material Data Sheet	9										1080.00
Off-round shape		9									90.00
Viscosity test			9								2070.00
Dimensional checks				9							405.00
Anodised surface					9						922.50
Spring clip						9					1710.00
Rimmed ridge							9				1012.50
Printed manual								9			135.00
Sensor touch checks									9		922.50
Shadowgraph plot										9	1080.00
Standard sizes											135.00
Microfoil burst											1080.00
Incoming Inspection											1350.00
Tight rollers											1215.00
Paper based											202.50
Sensor touch checks											922.50
Shadowgraph plot											1080.00
Standard sizes											135.00
Microfoil burst											1080.00
Incoming Inspection											1350.00
Aluminium alloy											450.00
Freephone number											1027.50
Measured time											135.00
Calculate content											1215.00
Recycle organics											202.50



Absolute Importance	9720	810	18630	3645	8302.5	15390	9112.5	1215	8302.5	9720
Percentage Importance	11.5	1	22	4.3	9.8	18.1	10.7	1.4	9.8	11.5
Rank	4	10	1	8	7	2	5	9	7	4

Quality Function Deployment

QFD Selection Matrix

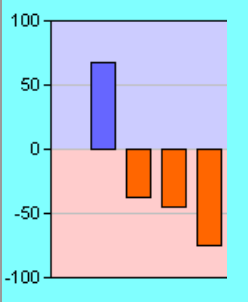
Bawani Thambu
Acme
2007-Mar-05 : 15:19:42

Applet Introduction

Applet Details

Applet Title	Selection Matrix			
Description	QFD Selection Matrix			
Objective	To use a Selection Matrix for choosing the best choice of product type.			
Abstract				
Team Leader	Bawani Thambu			
Commencement Date	03-Mar-2007			
Expected Completion Date				
Completion Date				
Status	Not Completed			
Team Name	Selection Matrix			
Team Members	<table border="1"><tr><td>1</td><td>IR0066</td><td>Ling Mooi Ling</td></tr></table>	1	IR0066	Ling Mooi Ling
1	IR0066	Ling Mooi Ling		

Concept Selection - Matrix

	Baseline	Multi-Pen	Ball-point Pen	Fountain Pen	Mechanical Pencil	
Feel panel results		1	-1	-1		90.00
Shape and fit			-1			120.00
Number of attachment		1	-1	1		45.00
Marking pressure					-1	120.00
Material quality index		-1				112.50
Impression panel			1			150.00
Time to order						112.50
Time to replace		1			1	45.00
Amount recyclable						135.00
Amount of trash			1			67.50
Technical Importance						
Absolute Importance	0	67.5	-37.5	-45	-75	
Percentage Importance	2	1	3	4	5	

Quality Function Deployment

QFD Service Matrix

Ernie Cho
Acme
2007-Mar-05 : 15:21:56

Applet Introduction

Applet Details

Applet Title	QFD
Description	QFD Service Matrix
Objective	
Abstract	
Team Leader	Ernie Cho
Commencement Date	15-Jul-2006
Expected Completion Date	
Completion Date	
Status	Not Completed
Team Name	
Team Members	<i>No Team Members are selected.</i>

Service - Matrix

Selection Mode	↔	↔	0	0	0.0	Competition	
Unweighted	.. empty empty ..	Customer's Importance	Corporate Direction	[Importance [Unweighted]]	Competition Delta	Overall Importance
New Customer			0.0	0.0	0.0		0.0
Objective Target value							
Competitive Analysis							
Technical Importance							
Absolute Importance	0	0					
Percentage Importance	0	0					
Rank	0	0					

Statutory Requirements
Legal 1

Company Policies
Policy 1