



2025

Quality Function Deployment Curriculum



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Our Company

- ❖ **Global Excellence**

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Instructor Profile

AMOL S. PANDIT , FOUNDER AND CEO



- Conducted over 5000 training sessions, driving measurable improvements in operational efficiency and team performance.
- Consulted for Fortune 500 companies and world-class academic institutions, fostering innovation and growth.
- Developed and implemented customized training curriculums, focusing on practical applications and organizational objectives.



Course Description

Quality Function Deployment (QFD) is a structured method used to translate customer requirements (the "Voice of the Customer") into engineering characteristics for product or service development. This course will guide participants through the fundamentals of QFD, including how to construct and interpret the House of Quality matrix, perform competitive assessments, and prioritize technical requirements. By applying QFD principles, students will learn to optimize product design, enhance quality, and ensure customer satisfaction. Real-world examples and practical case studies will be used to reinforce learning and demonstrate how QFD can drive continuous improvement in product development processes.

Key Points Learned

- Understanding the fundamentals of QFD and its role in product development.
- Gathering and analyzing customer needs through Voice of the Customer (VOC).
- Constructing and interpreting the House of Quality (HOQ) matrix.
- Assessing technical requirements and relationships through various matrices.
- Applying QFD principles for design optimization and competitive assessment.

Course Curriculum

Introduction to Quality Function Deployment

- Definition, purpose, and significance of QFD in product development.
- Evolution and history of QFD methodology.
- Enhancing customer satisfaction.
- Reducing development time and cost.

Voice of the Customer (VoC)

- Cross-functional collaboration in QFD.
- Voice of the Customer (VoC) and Data Collection
- Techniques to capture and translate VoC into actionable insights.
- Identifying target customers and their specific requirements.
- Surveys, interviews, focus groups, and Kano Model.
- Case studies on successful data collection for QFD.

Course Curriculum

House of Quality (HoQ) Basics

- Explanation of the six key components: customer needs, technical requirements, interrelationships, etc.
- Practical exercise: Developing an HoQ matrix for a sample product or service.
- Techniques like pairwise comparison and affinity diagrams.

Advanced QFD Tools and Techniques

- Applications in services, process improvement, and software development.
- Using QFD with Six Sigma, FMEA, and Lean.
- Linkage to the Design for Six Sigma (DFSS) methodology.
- Extending the QFD matrices into different phases of development.

Real-World Applications of QFD

- Successful implementation of QFD in manufacturing and service industries.
- Overcoming common challenges in QFD implementation.
- Tips for aligning QFD efforts with organizational goals.



Career Benefits

- Acquire skills in quality management and process improvement, increasing job opportunities across various industries.
- Omnilearn's certification demonstrates a commitment to professional development and expertise in quality management.
- Professionals with Quality Function Deployment certification often command higher salaries due to their specialized skills.
- Omnilearn's courses are recognized by leading organizations, adding credibility to your resume.
- The program prepares you for roles such as Quality Manager, Process Improvement Specialist, and Operations Manager.

Omnilearn Advantage

Unlocked

- Tailored course material to suit the learner's experience and knowledge level.
- Real-world projects to apply concepts and enhance learning.
- Access to downloadable resources for future reference.
- Practice exams that mimic real test conditions to boost exam readiness.
- Industry-recognized certificate awarded upon program completion.
- Round-the-clock support for all learner inquiries.
- Year-long access to recorded lessons for review and learning at your convenience.

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