

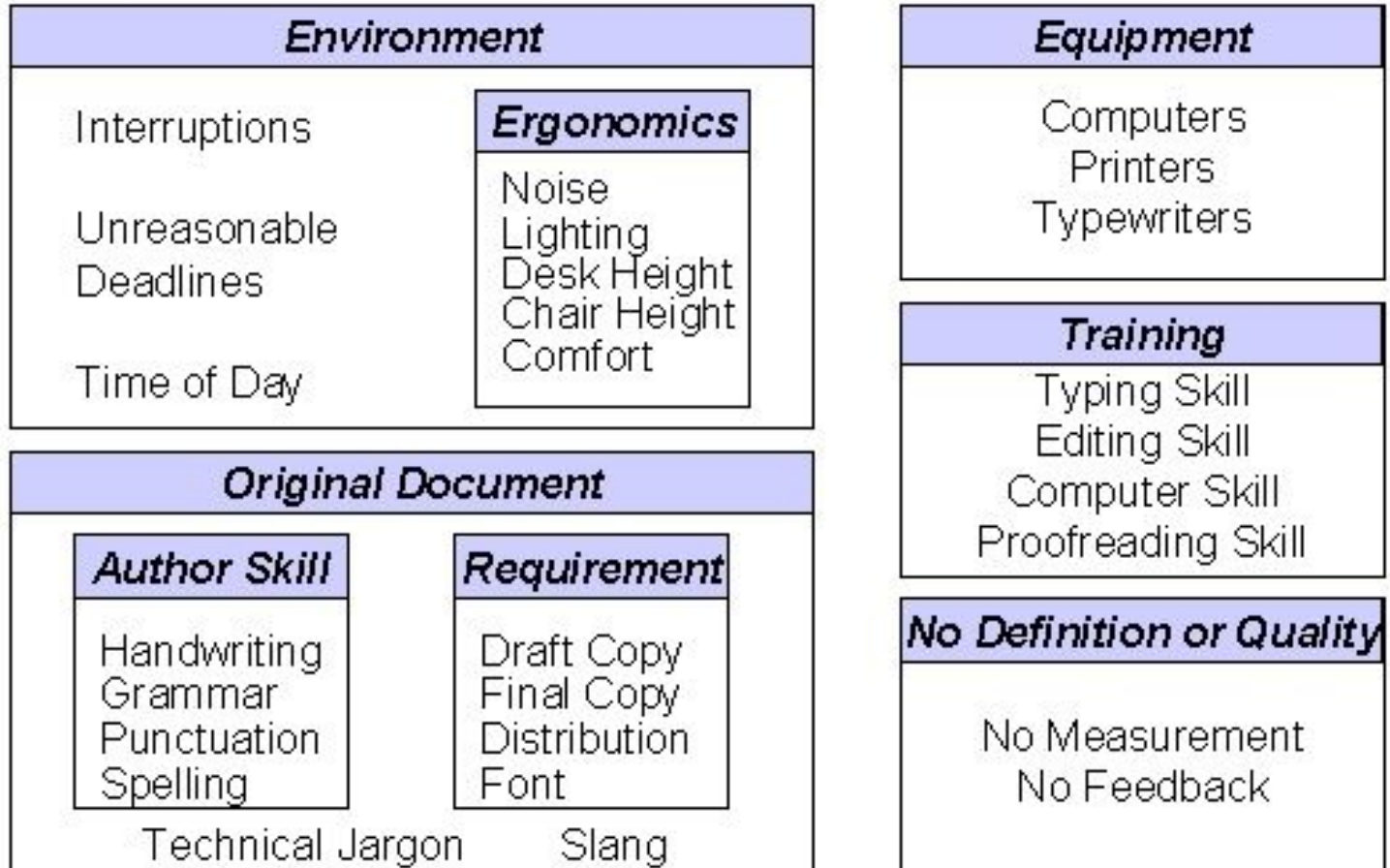
Quality Function Deployment

7 Elements of Management

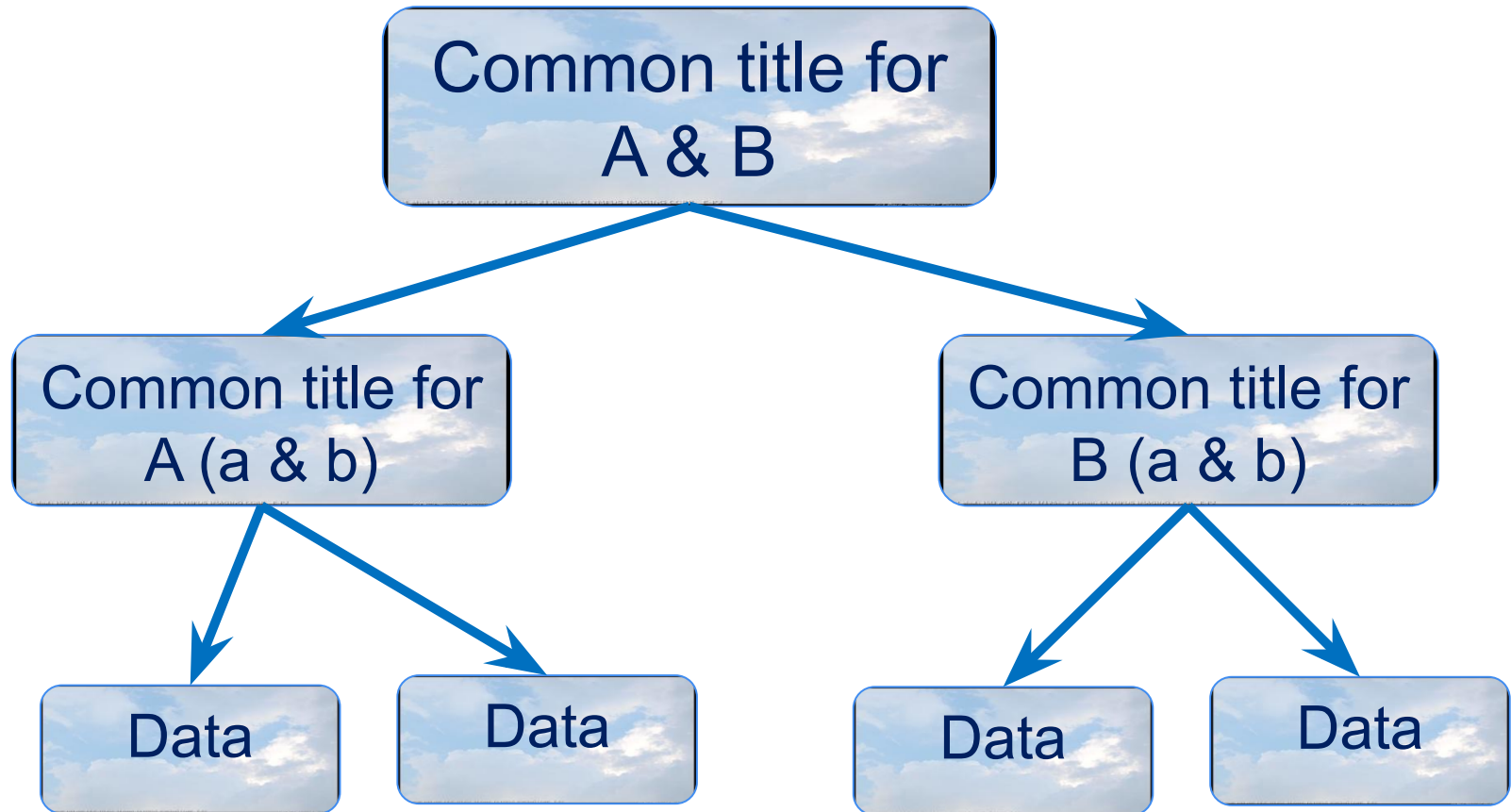
7 Elements of Management

- ❖ Affinity diagram
- ❖ Interrelationship diagram
- ❖ Tree diagram
- ❖ Matrix diagram or quality table
- ❖ Arrow diagram
- ❖ PDPCP – Process Decision Program Chart
- ❖ Matrix data analysis

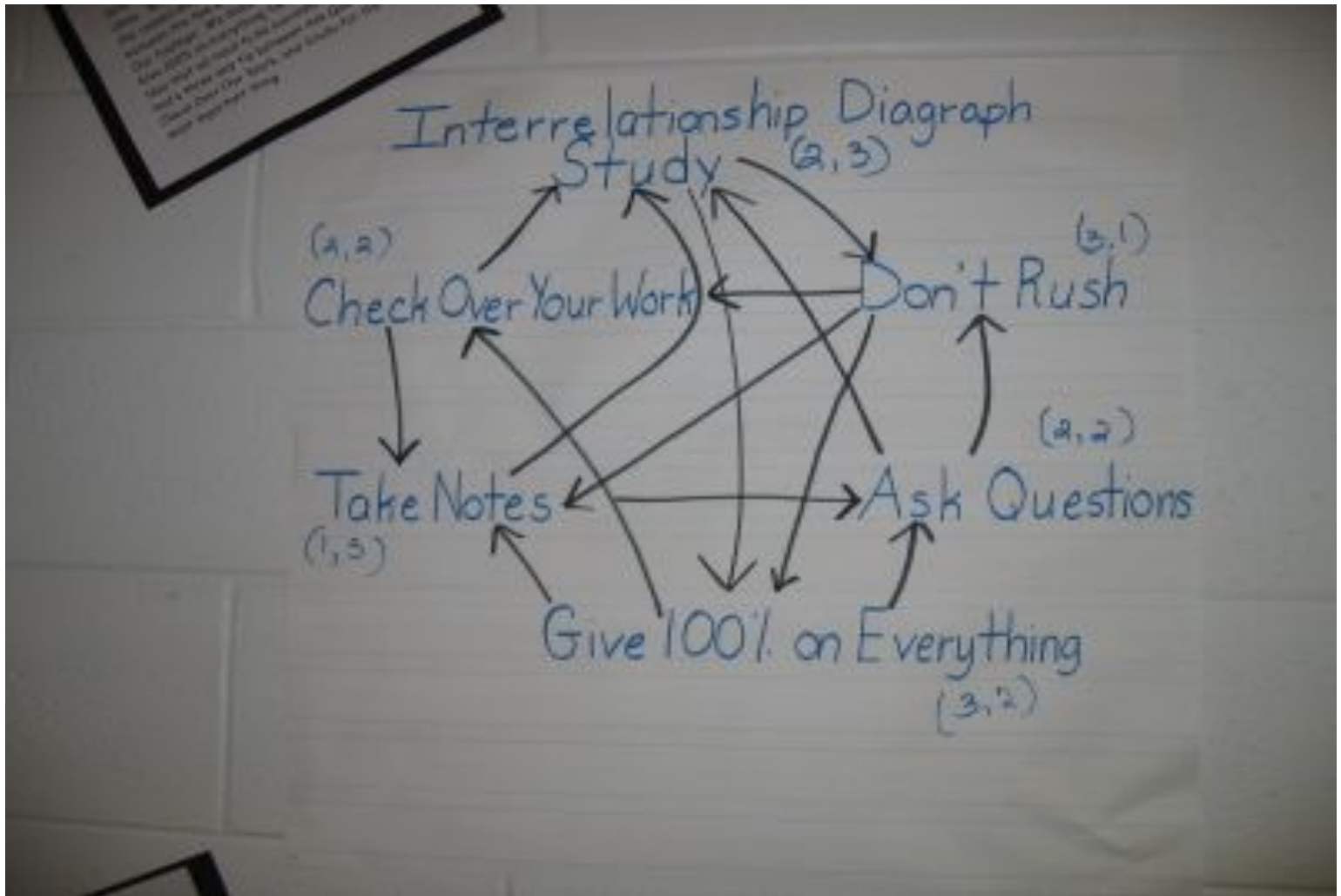
Affinity Diagram



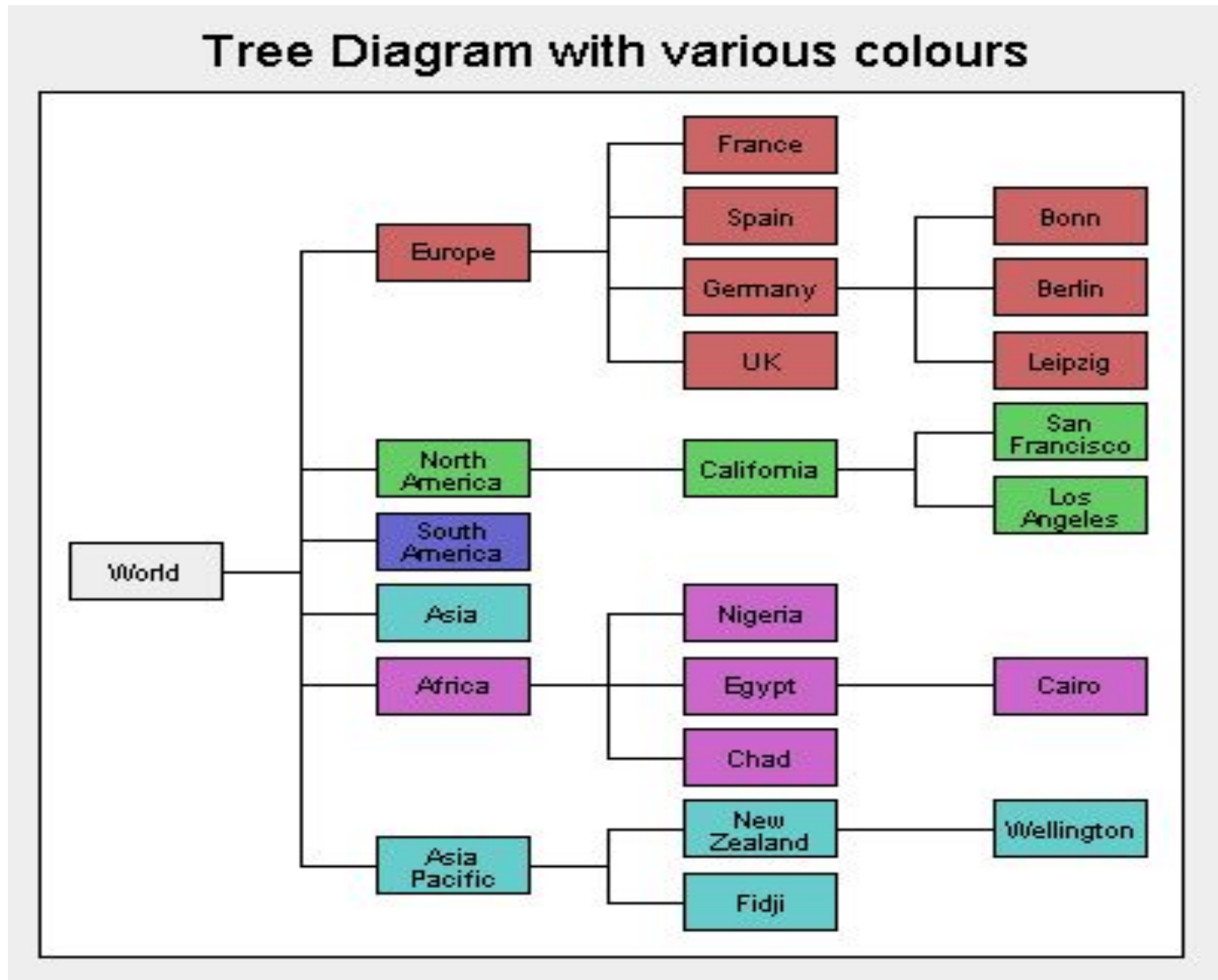
Procedure of Affinity Diagram Creation



Interrelationship diagram



Tree diagram



Matrix diagram



| | | | | | |
|--------|--------|--------|--------|--------|--------|
| | Item A | Item B | Item C | Item D | Item E |
| Item 1 | | | | | |
| Item 2 | | | | | |
| Item 3 | | | | | |
| Item 4 | | | | | |
| Item 5 | | | | | |

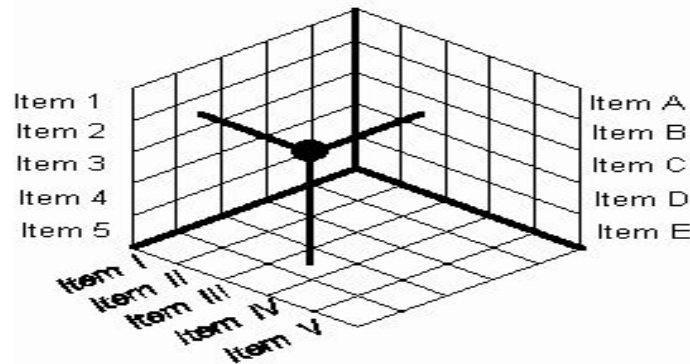
L-matrix

Compares one list against one other

| | | | | | | |
|--------|--------|--------|----------|--------|--------|--------|
| | | | Item I | | | |
| | | | Item II | | | |
| | | | Item III | | | |
| Item a | Item b | Item c | | Item A | Item B | Item C |
| | | | Item 1 | | | |
| | | | Item 2 | | | |
| | | | Item 3 | | | |

X-matrix

Compares four lists, each against two others, in pairs



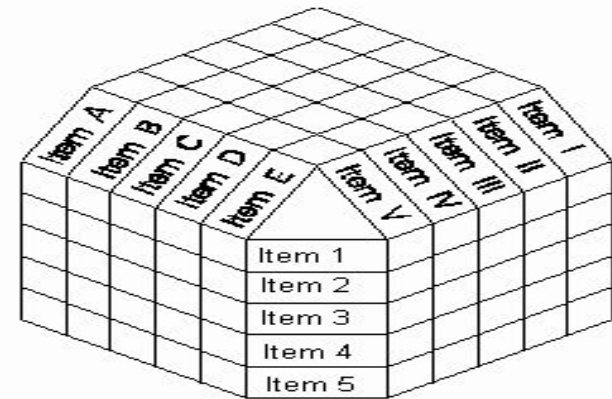
C-matrix

Compares three lists against one another, simultaneously

| | | | | | |
|----------|--------|--------|--------|--------|--------|
| Item I | | | | | |
| Item II | | | | | |
| Item III | | | | | |
| Item IV | | | | | |
| Item V | | | | | |
| | Item A | Item B | Item C | Item D | Item E |
| Item 1 | | | | | |
| Item 2 | | | | | |
| Item 3 | | | | | |
| Item 4 | | | | | |
| Item 5 | | | | | |

T-matrix

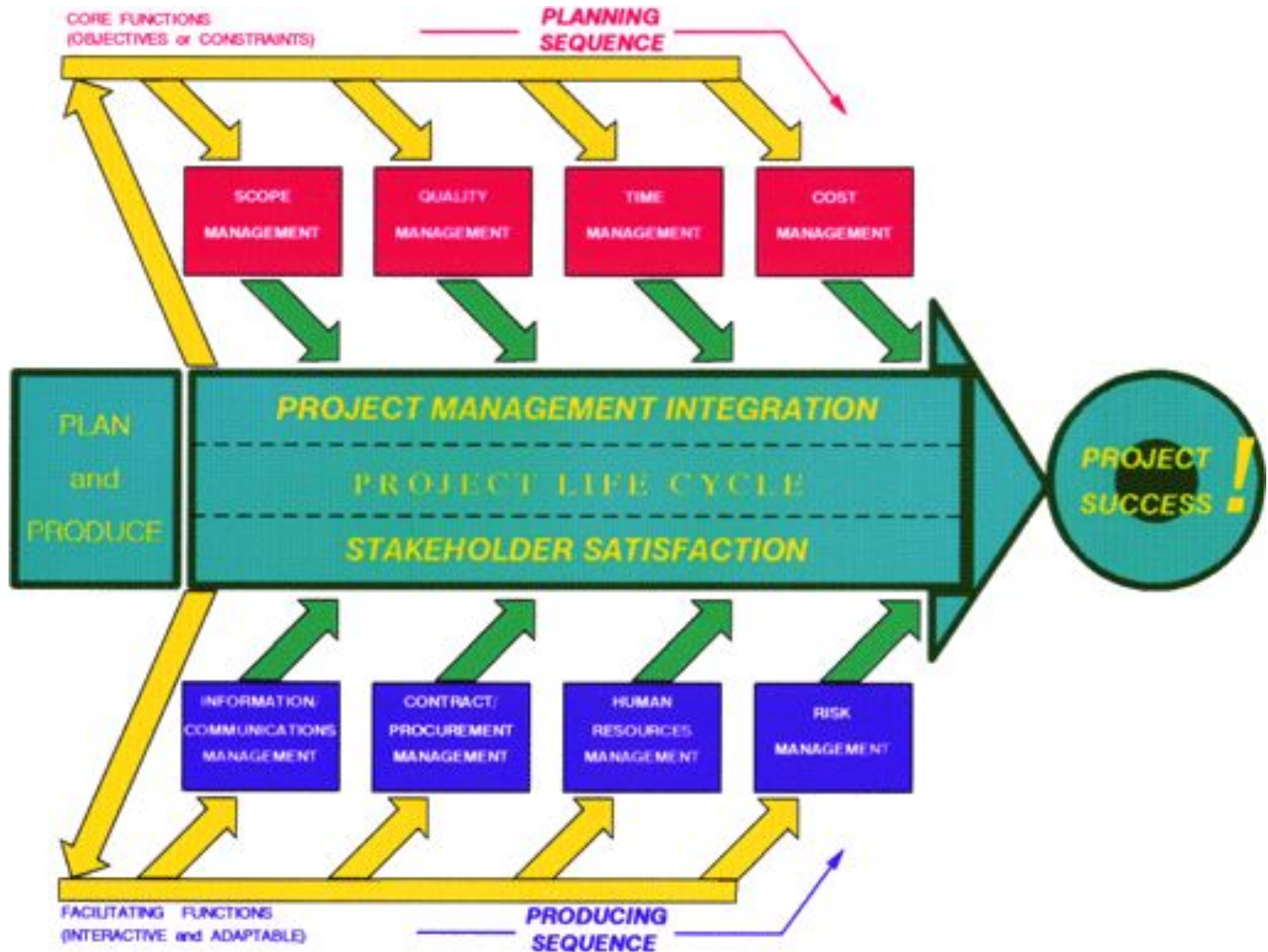
Compares one list against two others in pairs



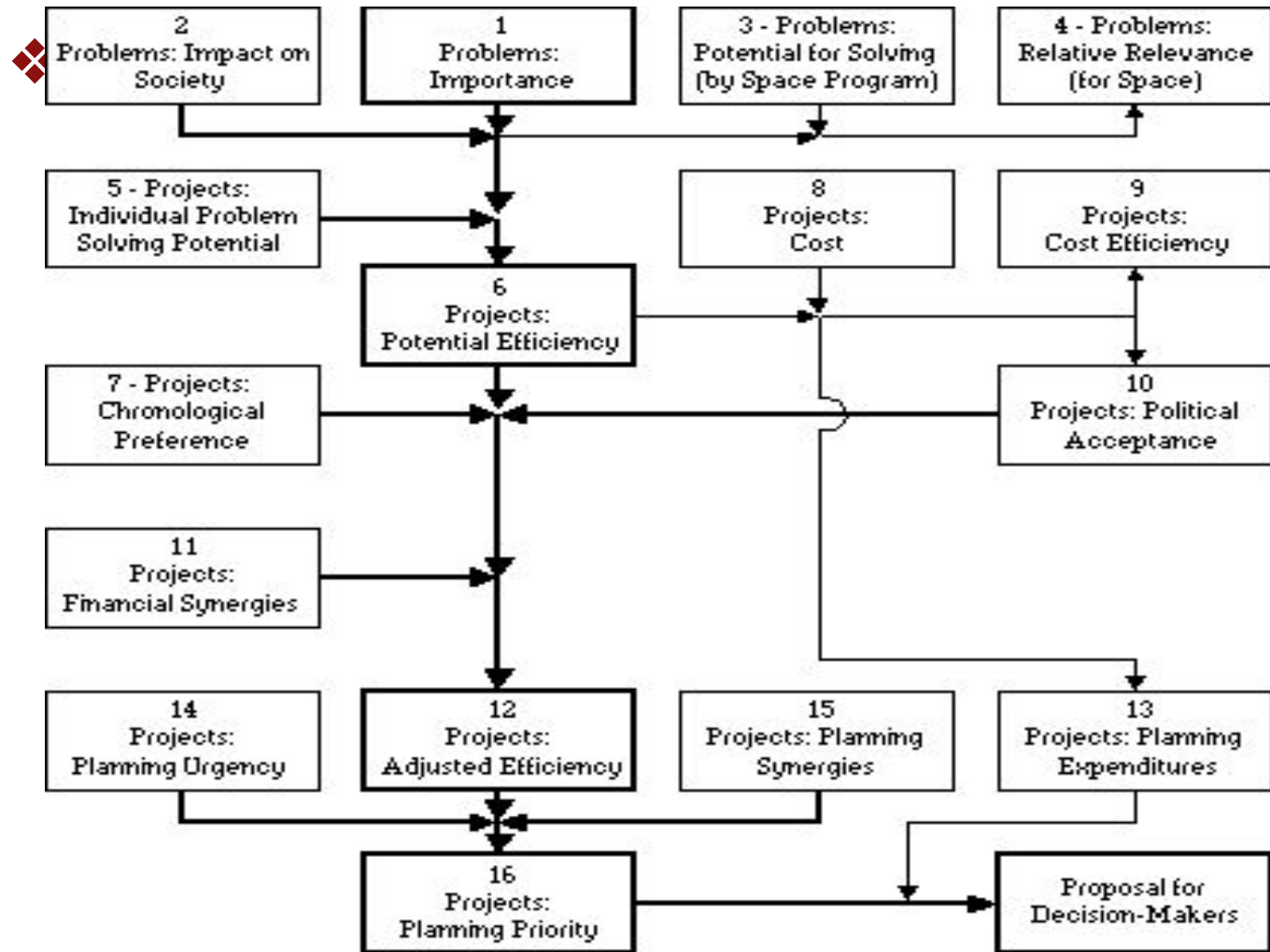
Y-matrix

Compares three lists, each against one another, in pairs

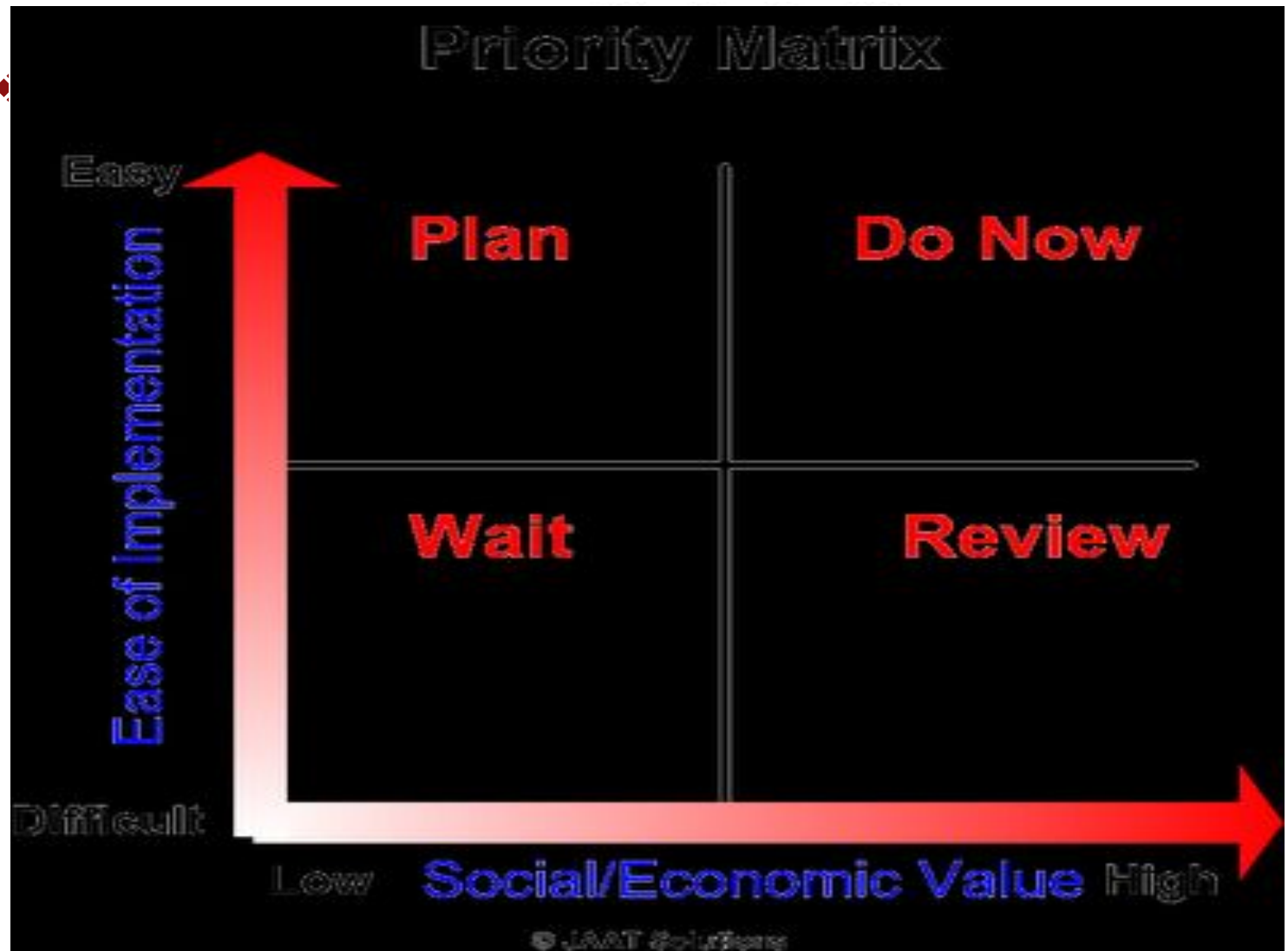
Arrow diagram



Process Decision Program Chart



Priority Matrix



QFD

