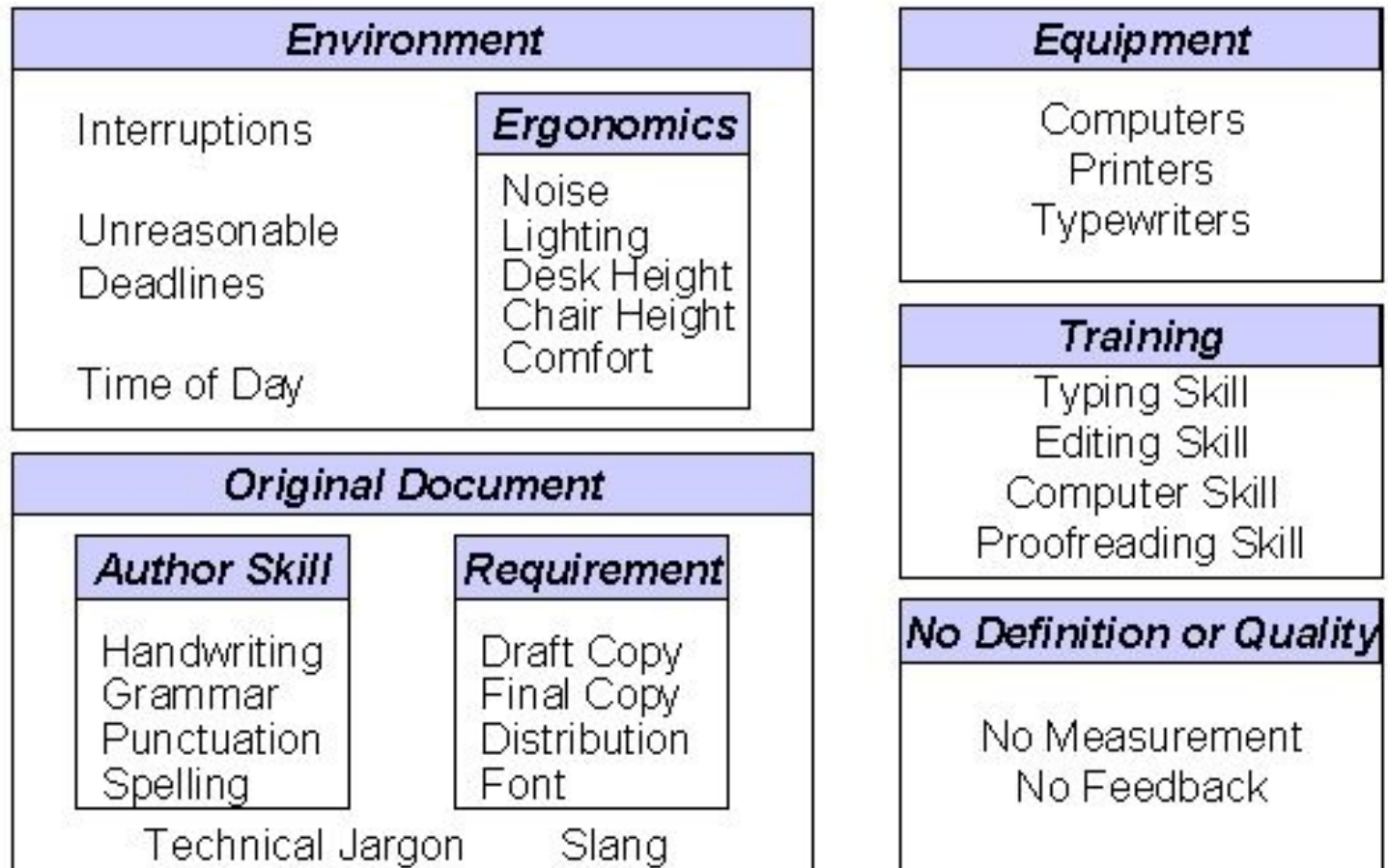Quality Function Deployment

7 Elements of Management
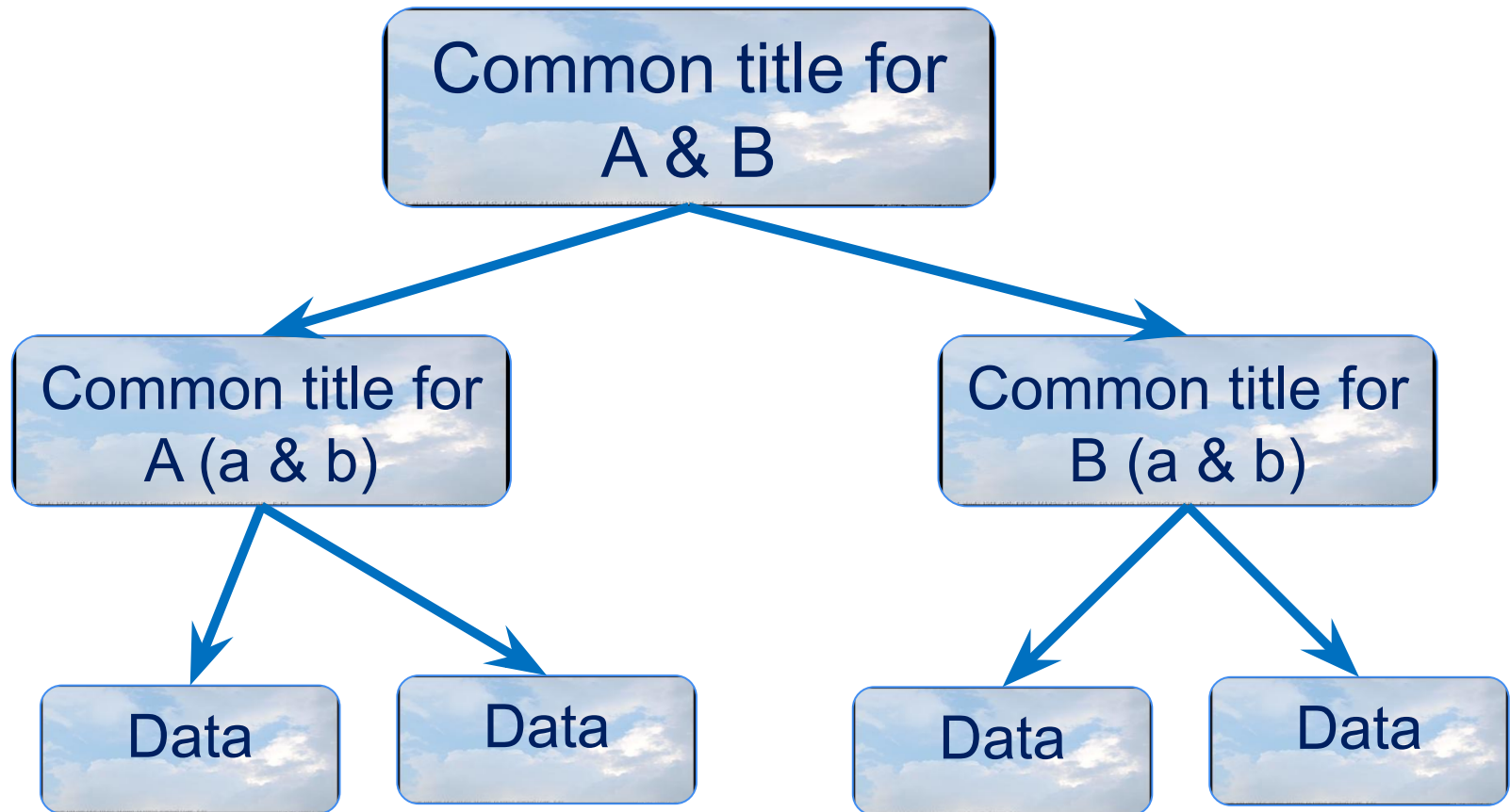
7 Elements of Management

❖ Affinity diagram

❖ Interrelationship diagram

❖ Tree diagram

❖ Matrix diagram or quality table

❖ Arrow diagram

❖ PDCP – Process Decision Program Chart

❖ Matrix data analysis

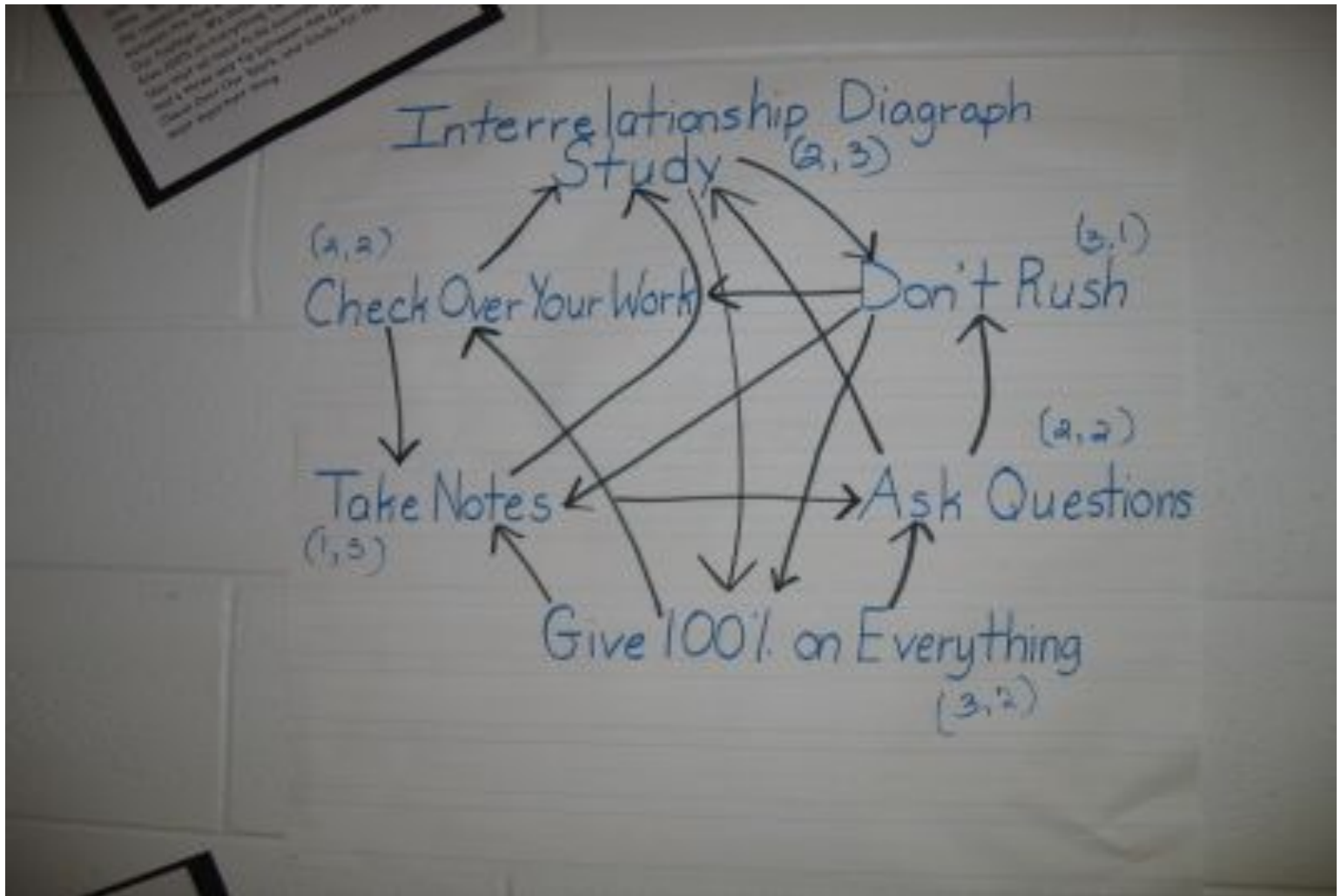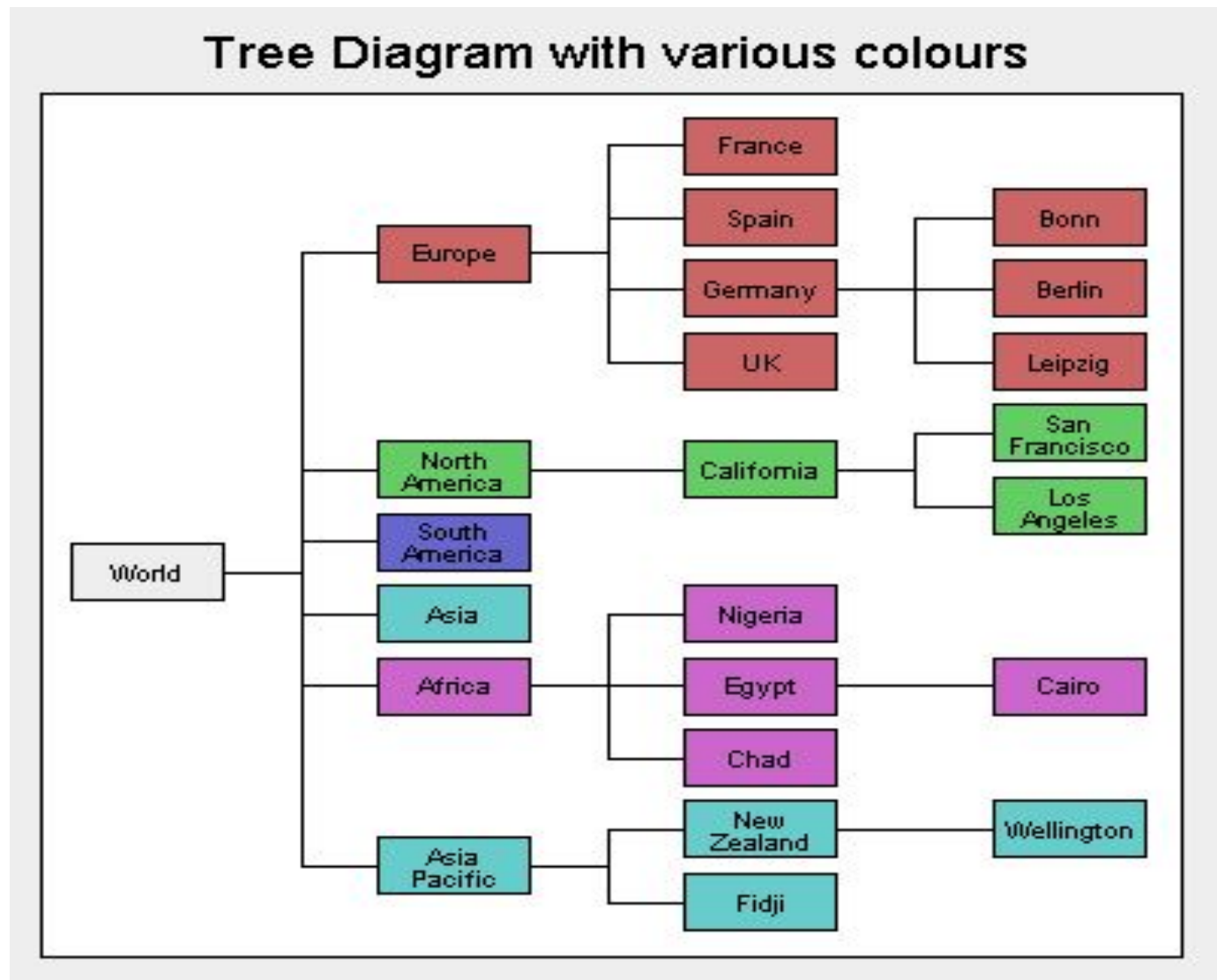# Affinity Diagram

Environment

Interruptions

Unreasonable
Deadlines

Time of Day

Ergonomics

Noise
Lighting
Desk Height
Chair Height
Comfort

Original Document

Author Skill

Handwriting
Grammar
Punctuation
Spelling

Requirement

Draft Copy
Final Copy
Distribution
Font

Technical Jargon   Slang

Equipment

Computers
Printers
Typewriters

Training

Typing Skill
Editing Skill
Computer Skill
Proofreading Skill

No Definition or Quality

No Measurement
No Feedback

Procedure of Affinity Diagram Creation

Interrelationship diagram

Tree diagram

Tree Diagram with various colours

Matrix diagram

L-matrix
Compares one list against one other

X-matrix
Compares four lists, each against two others, in pairs

T-matrix
Compares one list against two others in pairs
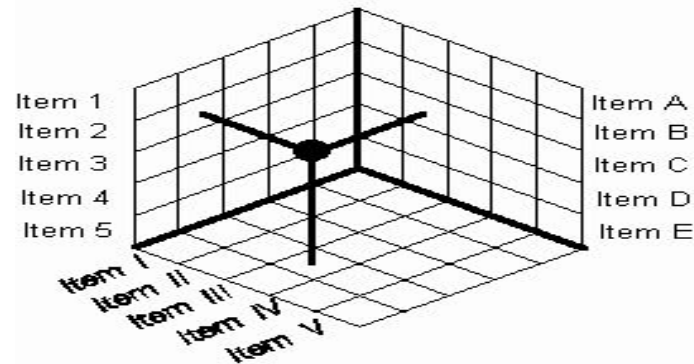
C-matrix
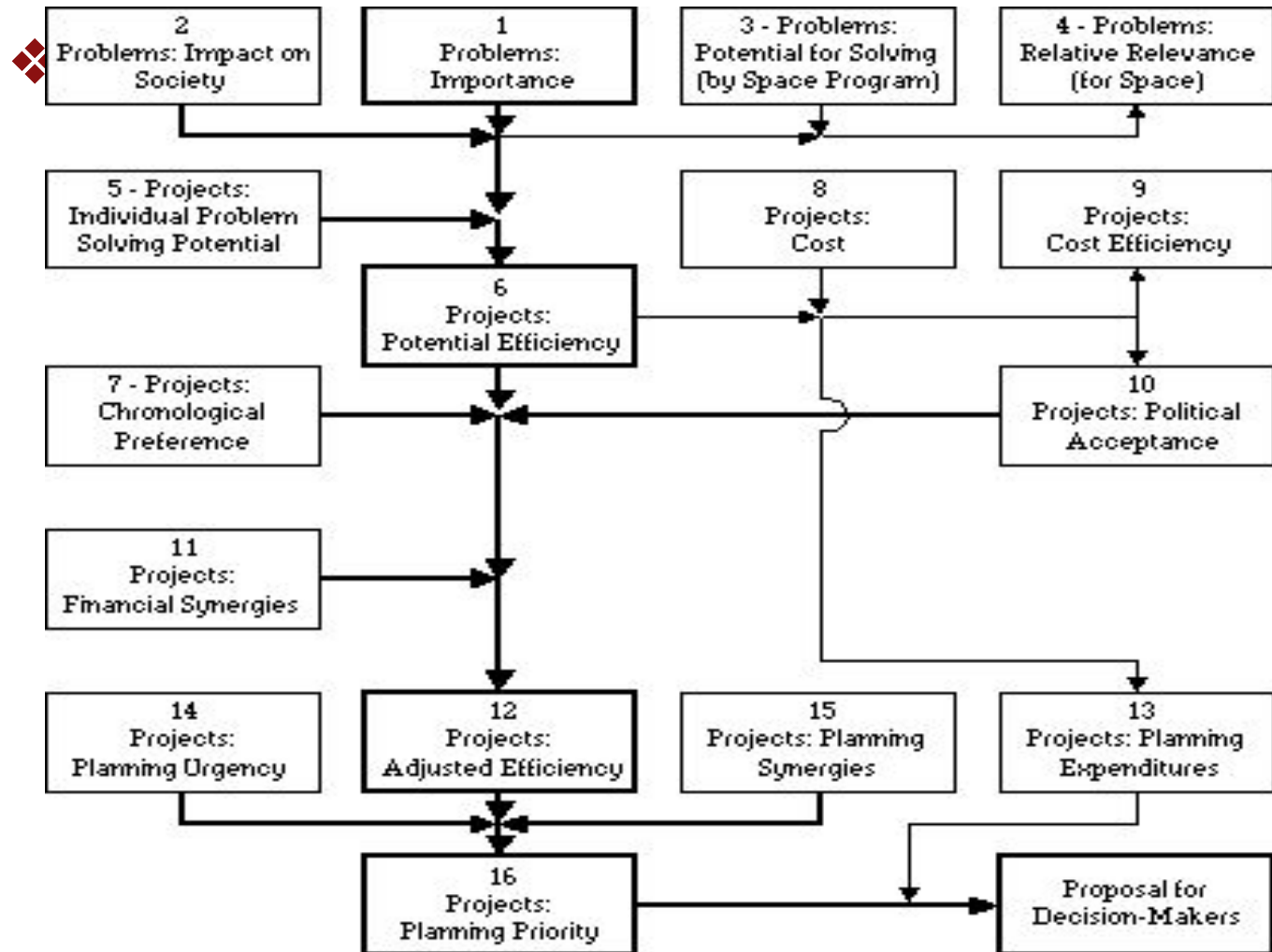Compares three lists against one another, simultaneously
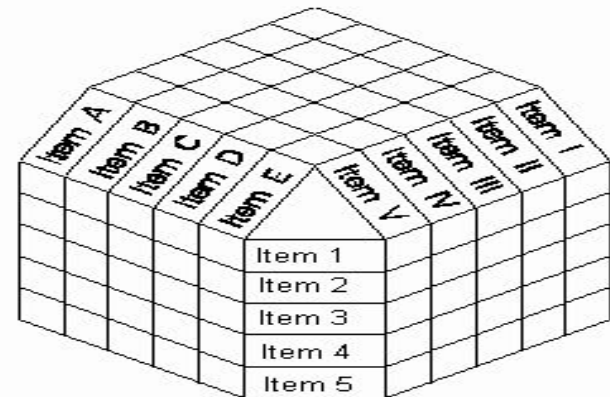
Y-matrix
Compares three lists, each against one another, in pairs

Arrow diagram
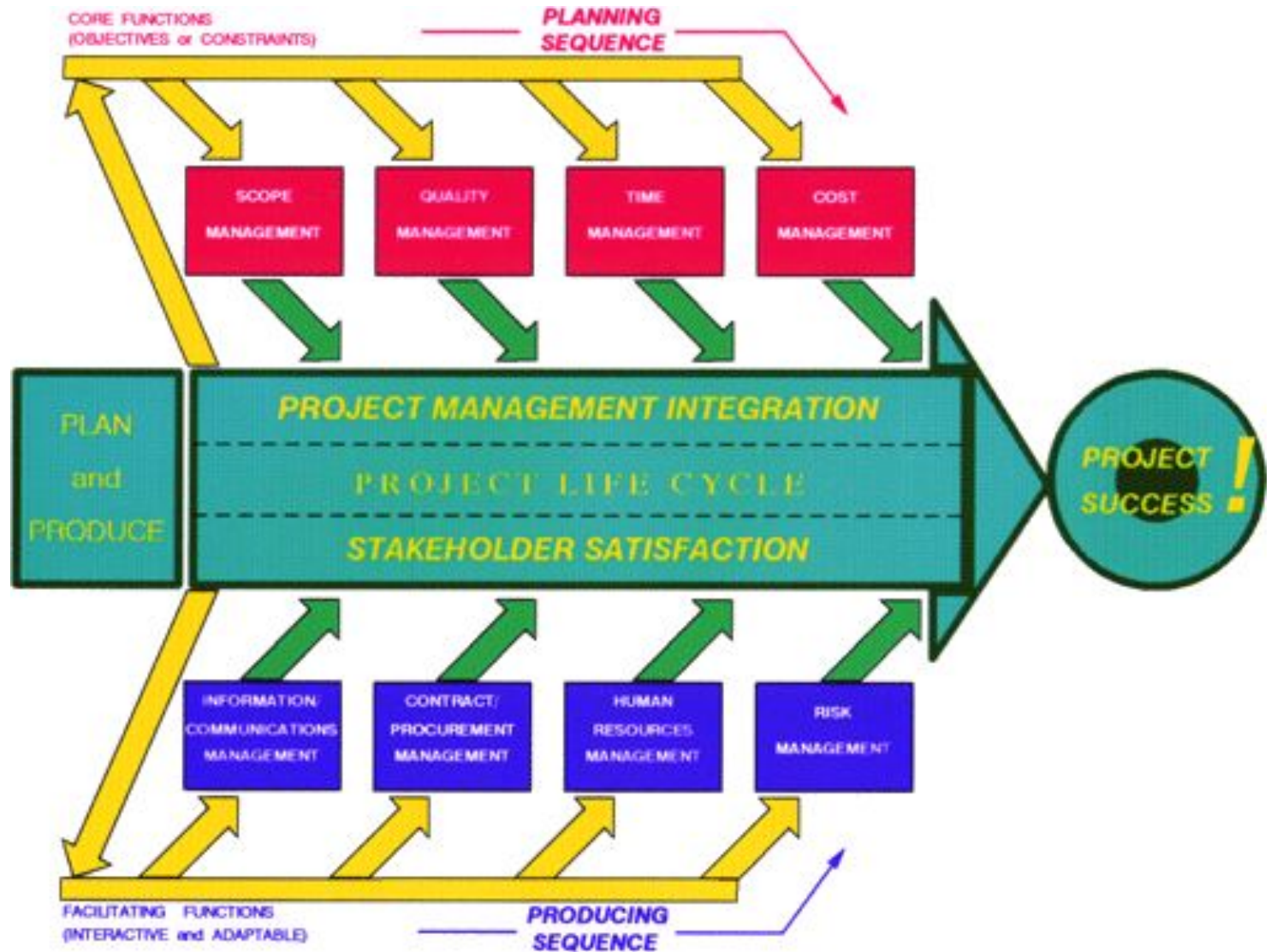
Process Decision Program Chart

Priority Matrix

QFD