

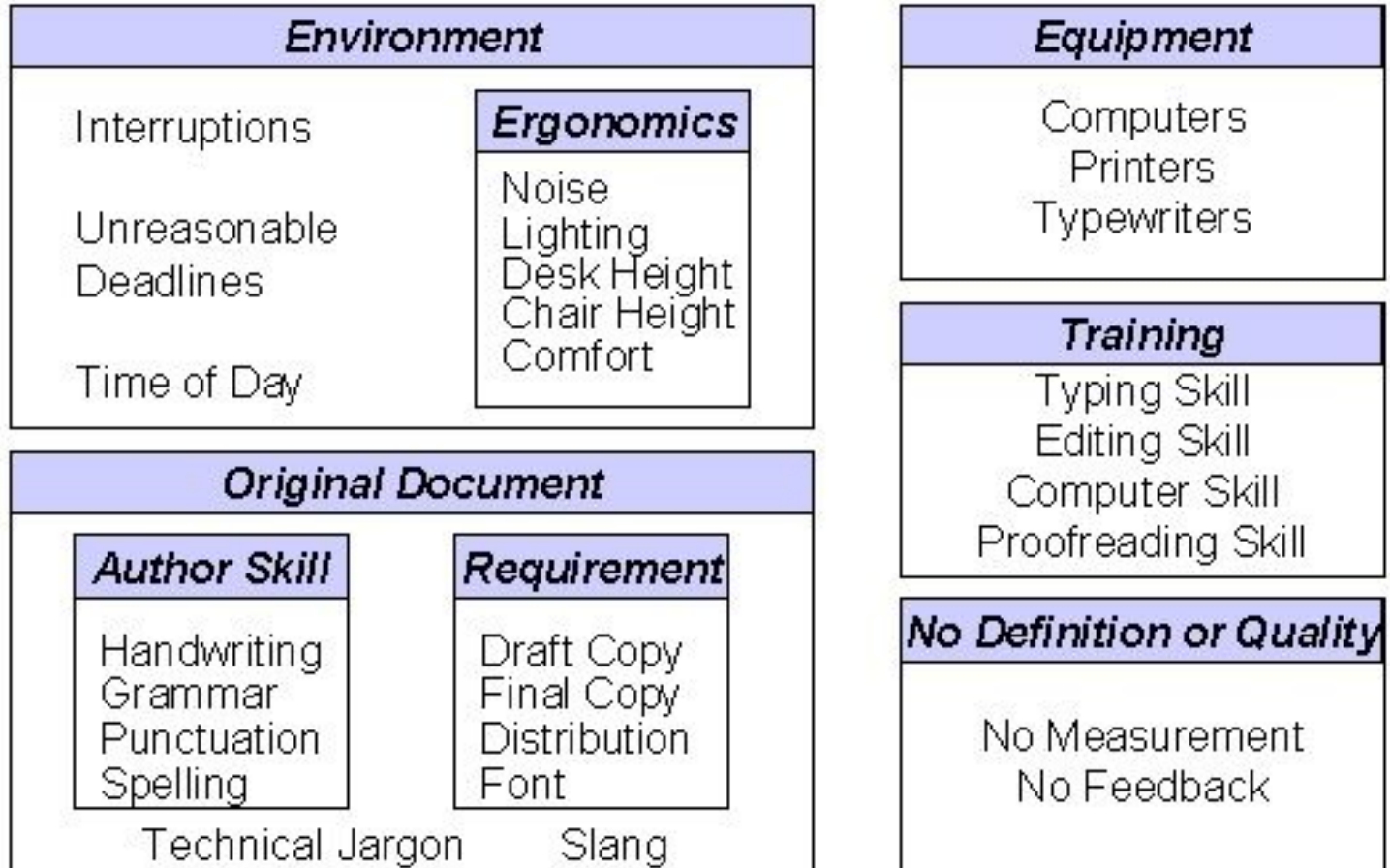
Quality Function Deployment

7 Elements of Management

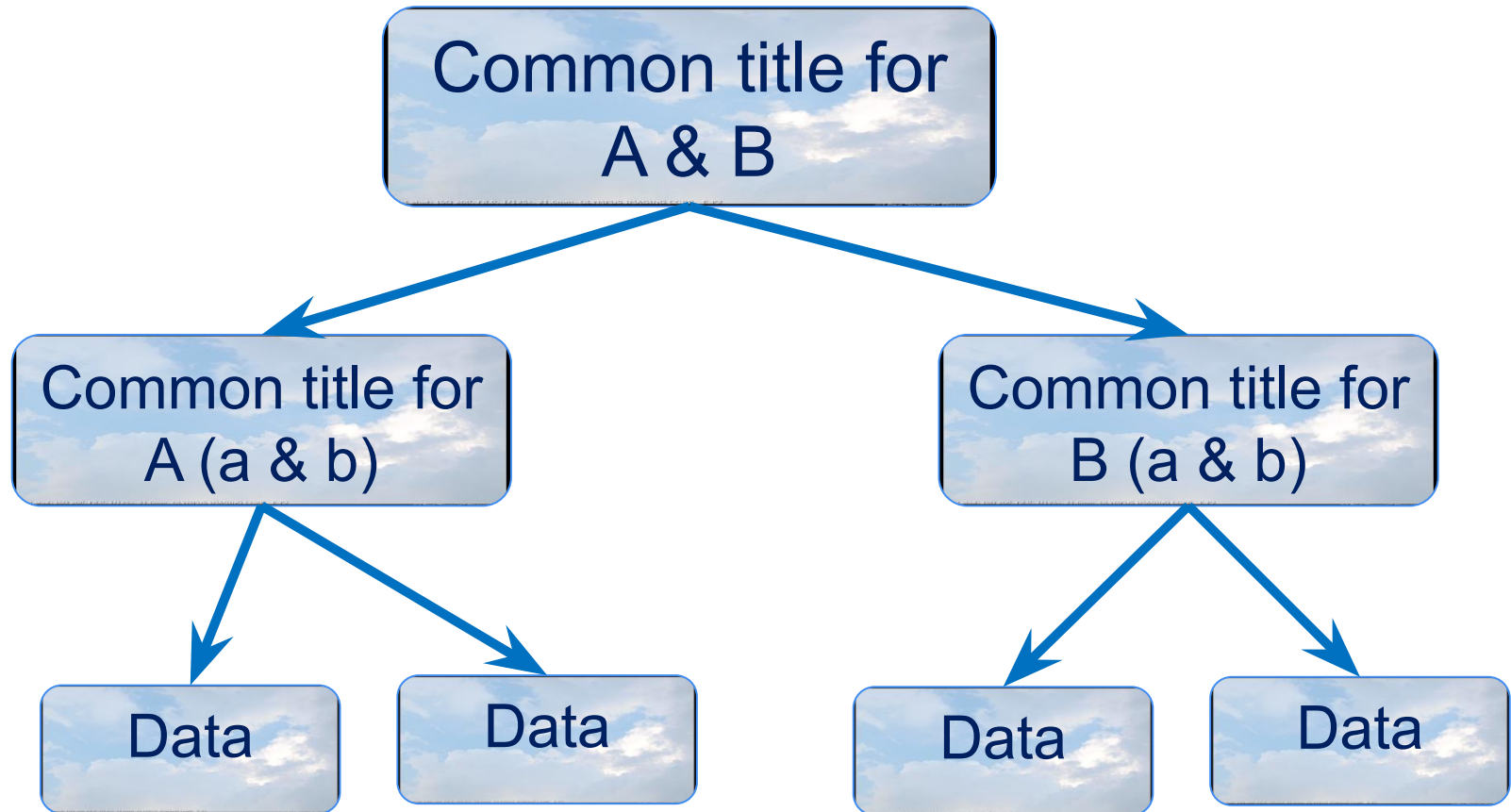
7 Elements of Management

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

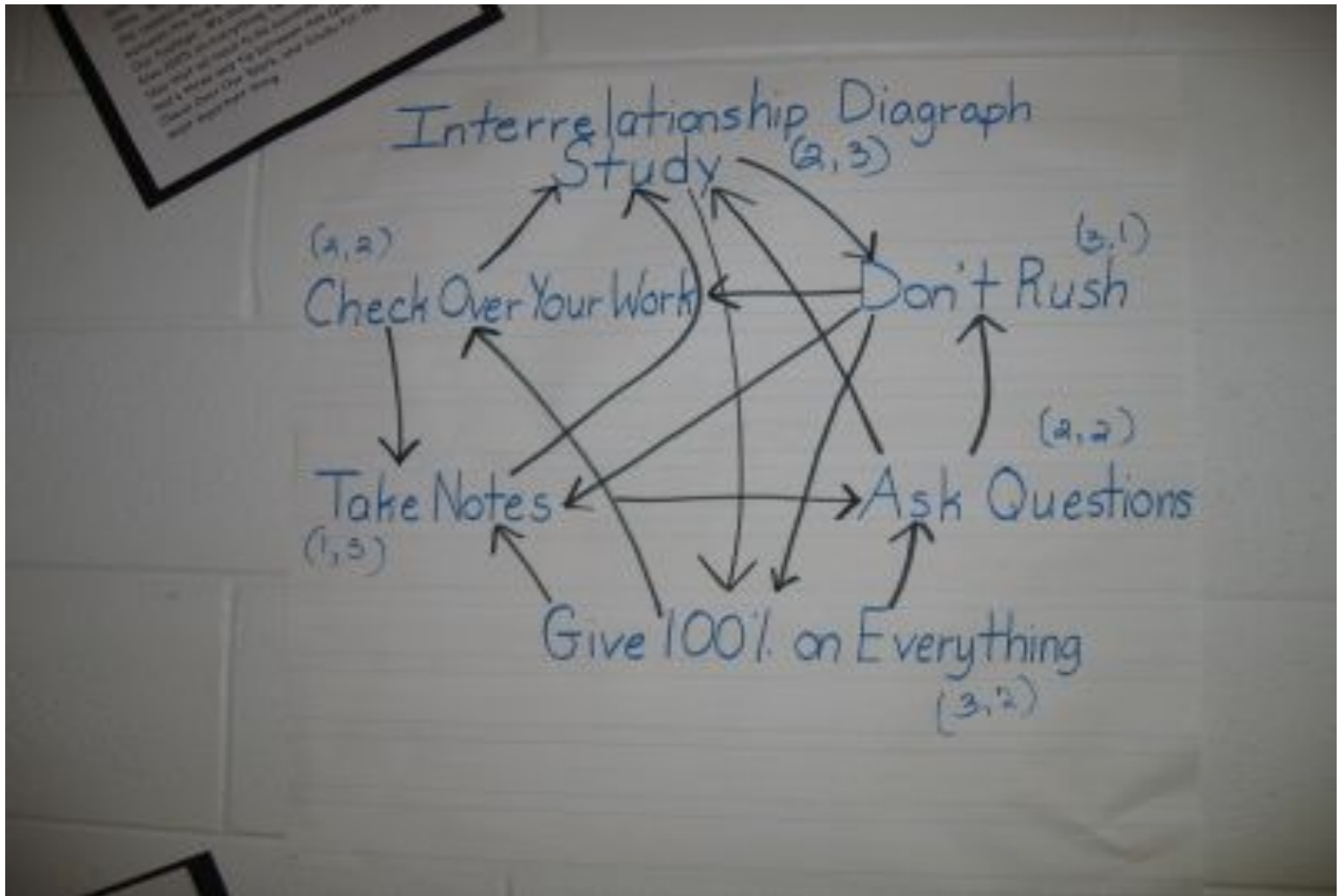
Affinity Diagram



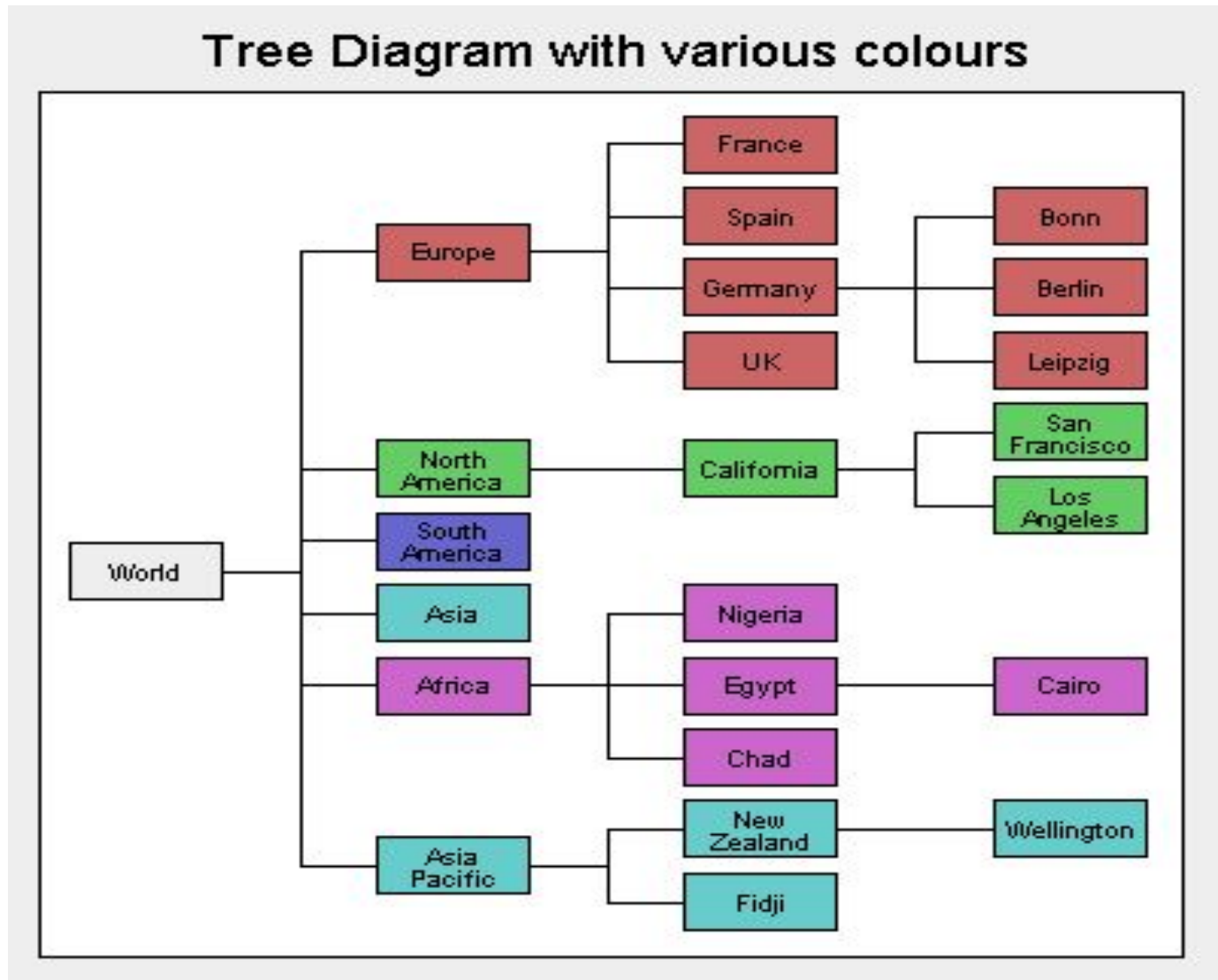
Procedure of Affinity Diagram Creation



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					

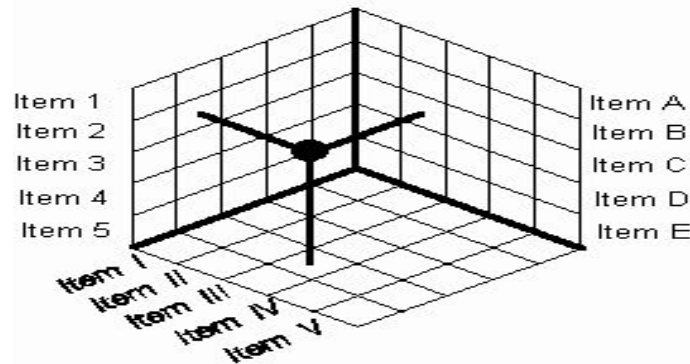
L-matrix

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



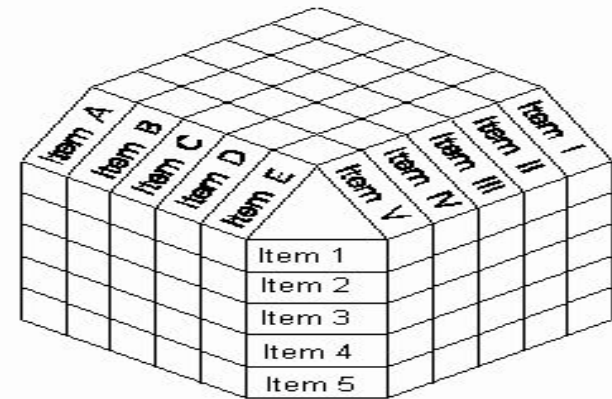
C-matrix

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

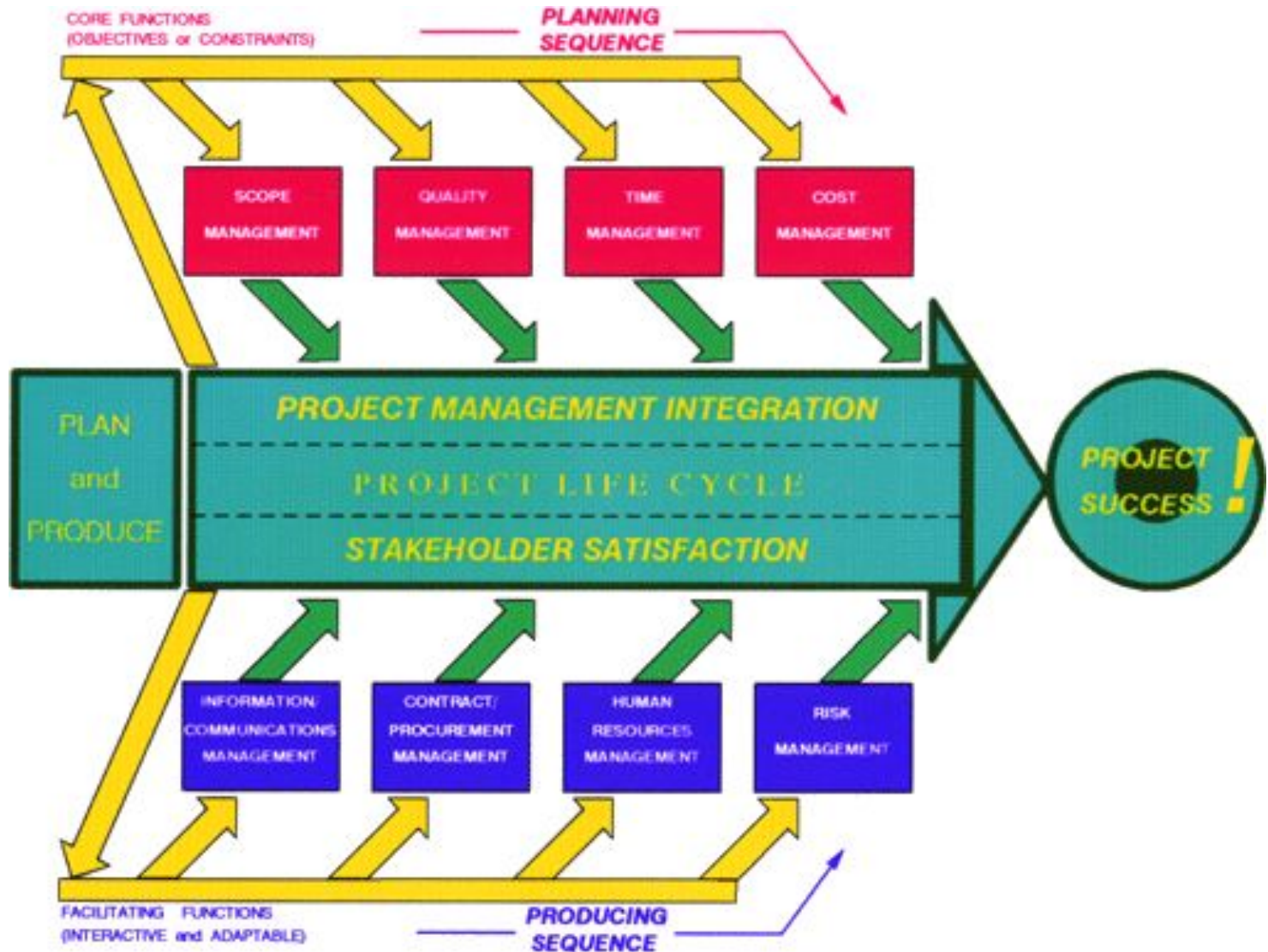
Compares one list against two others in pairs



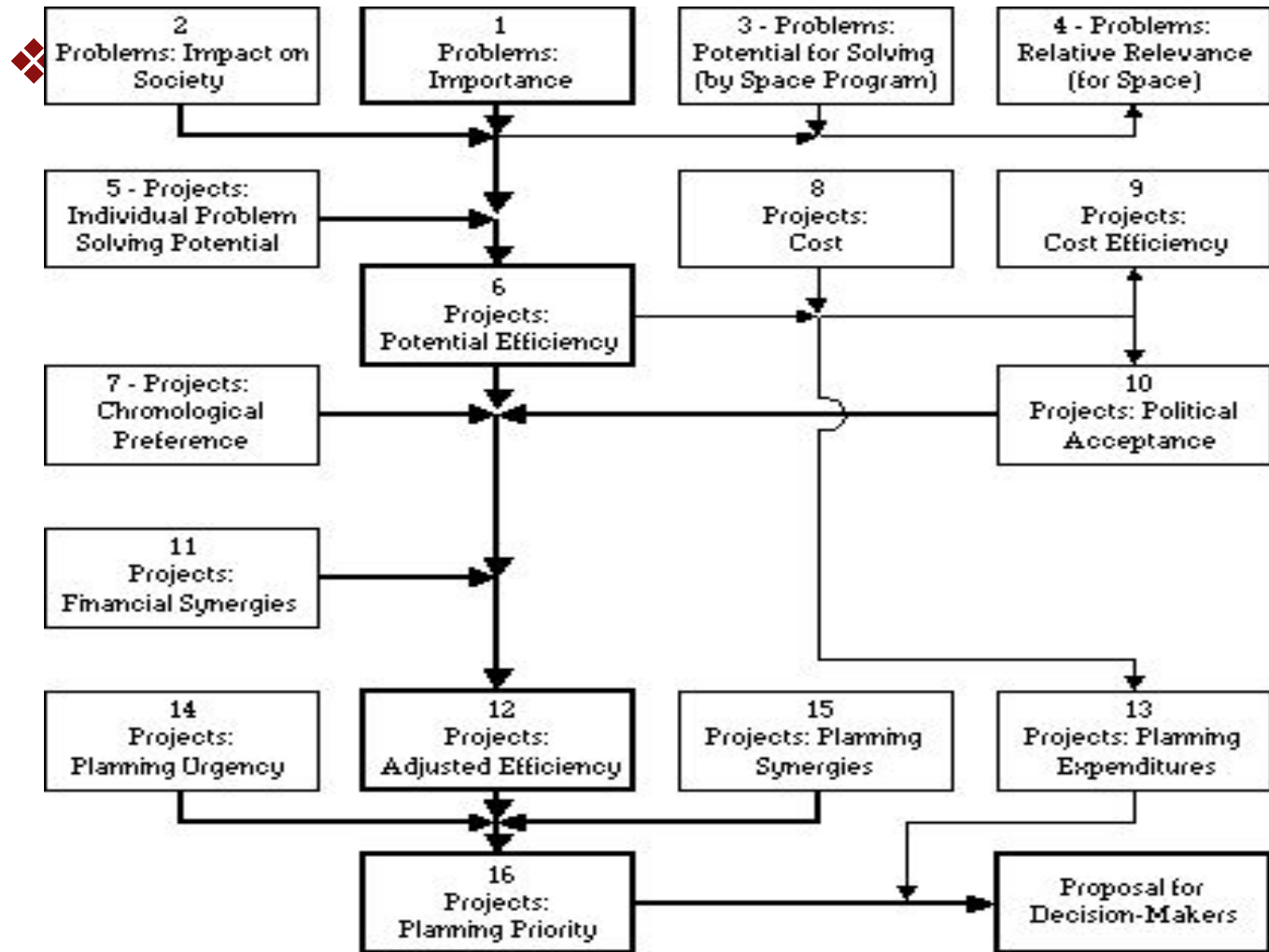
Y-matrix

Compares three lists, each against one another, in pairs

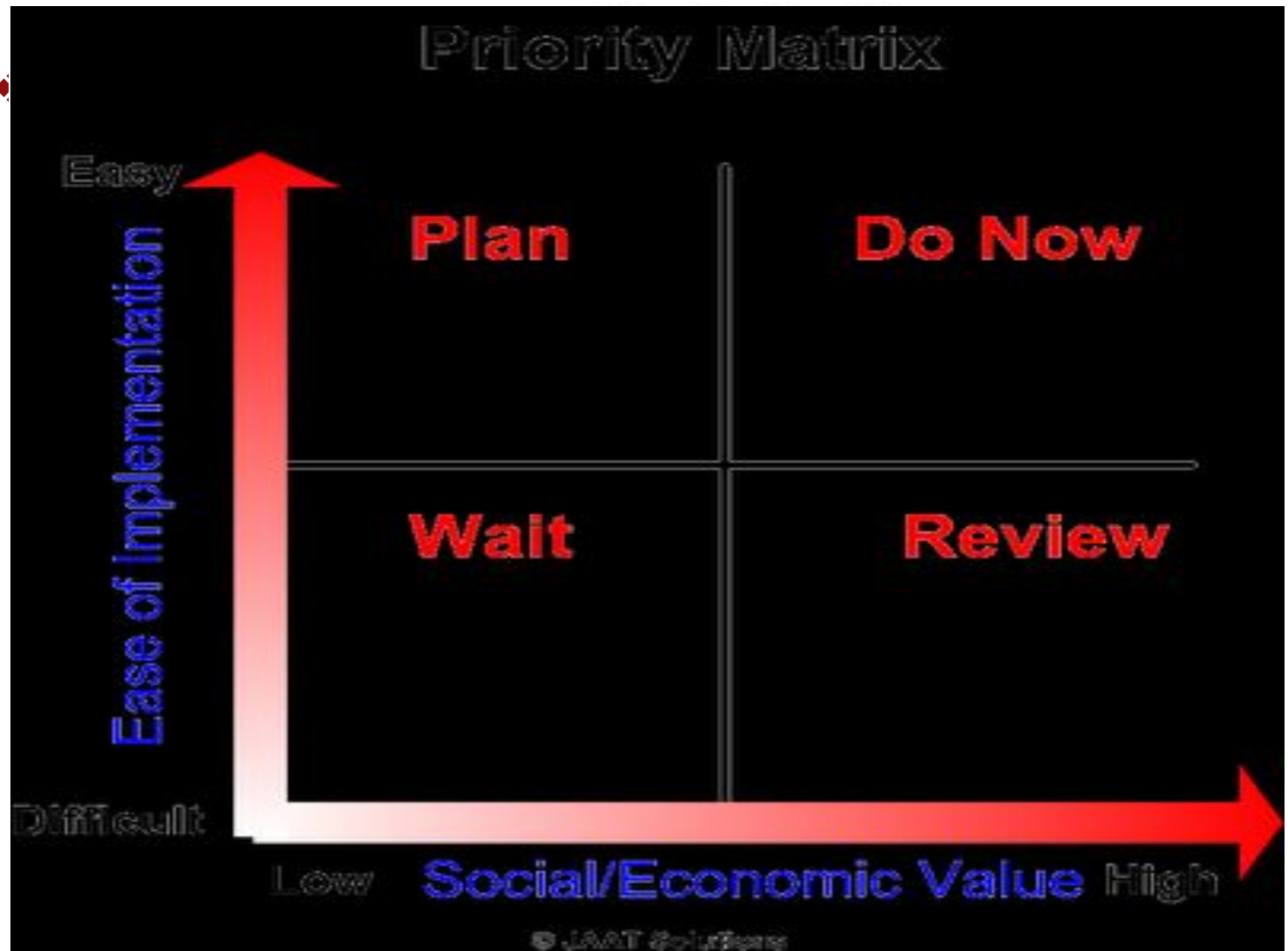
Arrow diagram



Process Decision Program Chart



Priority Matrix



QFD

