

Historical Development and the Basis of QFD

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ABSTRACT

QFD has tremendously advanced since its birth in the mid-1960s. Over the years, the applicability of QFD has much broadened. Besides more and more successful cases are reported and research are conducted, but also there has been a much more elaborate use of QFD in various aspects of quality management, in particular in the area of product development which is of growing importance to organizations. As an effort for supporting the future development of QFD, I would like to take this opportunity to recap some of its fundamentals. I hope the recap could serve as a reference for those who are going to develop QFD further as well as those who intend to start practicing and studying QFD.

In the paper, besides the historical development, aims, concepts, definitions and some very basic principles of QFD, the core operation steps will also be addressed.