

# 8<sup>th</sup> International Symposium on Quality Function Deployment

## *“Open QFD”*

Munich – Germany, September 4–6, 2002  
Astron Hotel München Deutscher Kaiser

Sponsors:



Deutsche Gesellschaft  
für Qualität e. V.



Institut für Qualitätsmanagement  
Dr. Fritz Weigang+Partner



Europäisches TRIZ-Centrum  
für Innovatives Problemlösen e. V.

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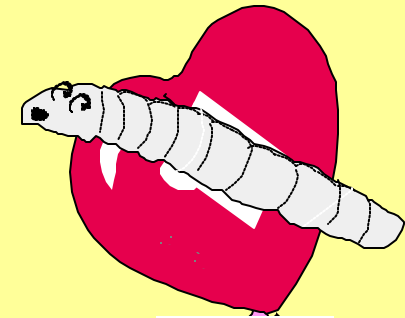


# Herzwurm

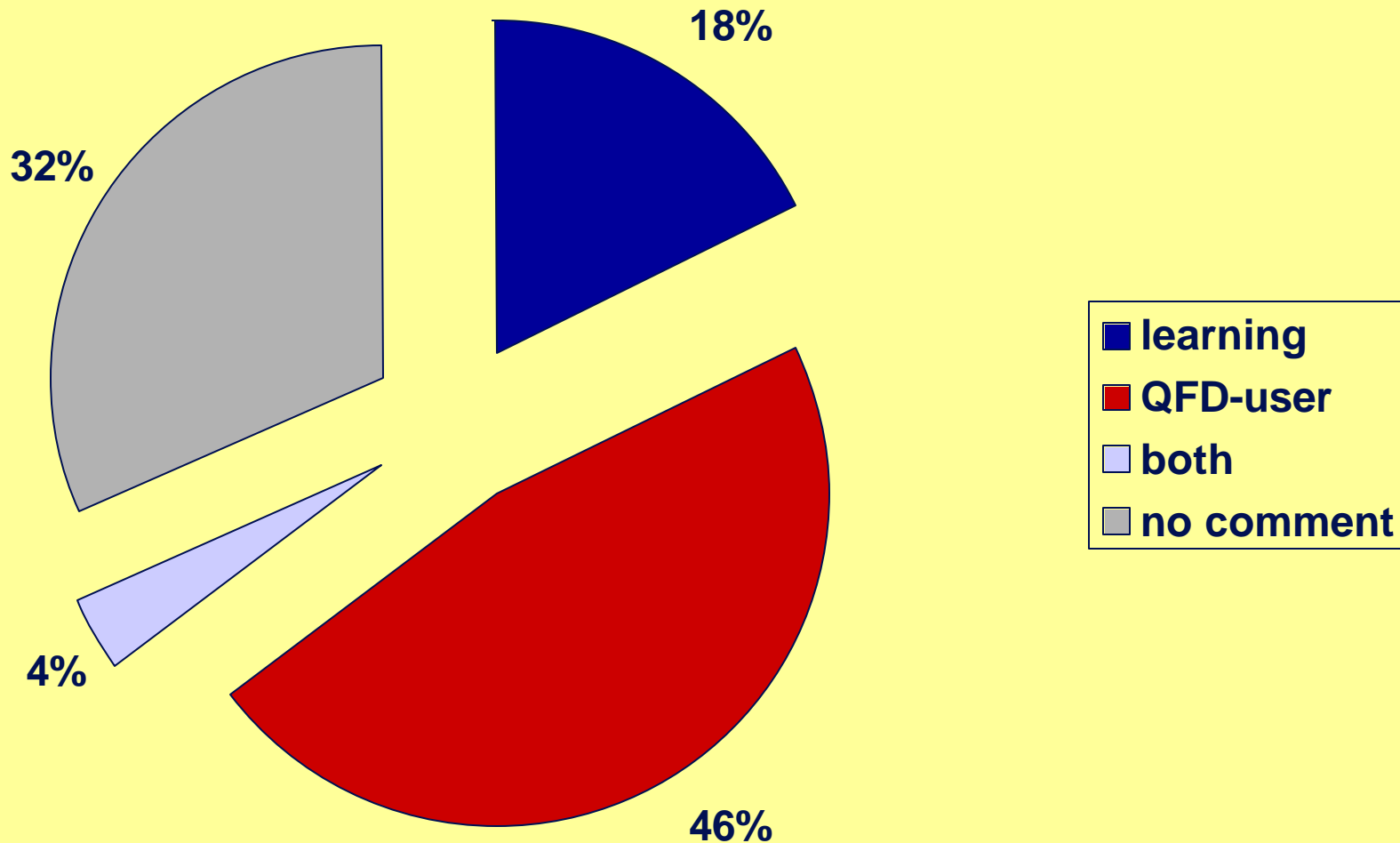
## Heartworm

### Kalp Solucani

心 虫

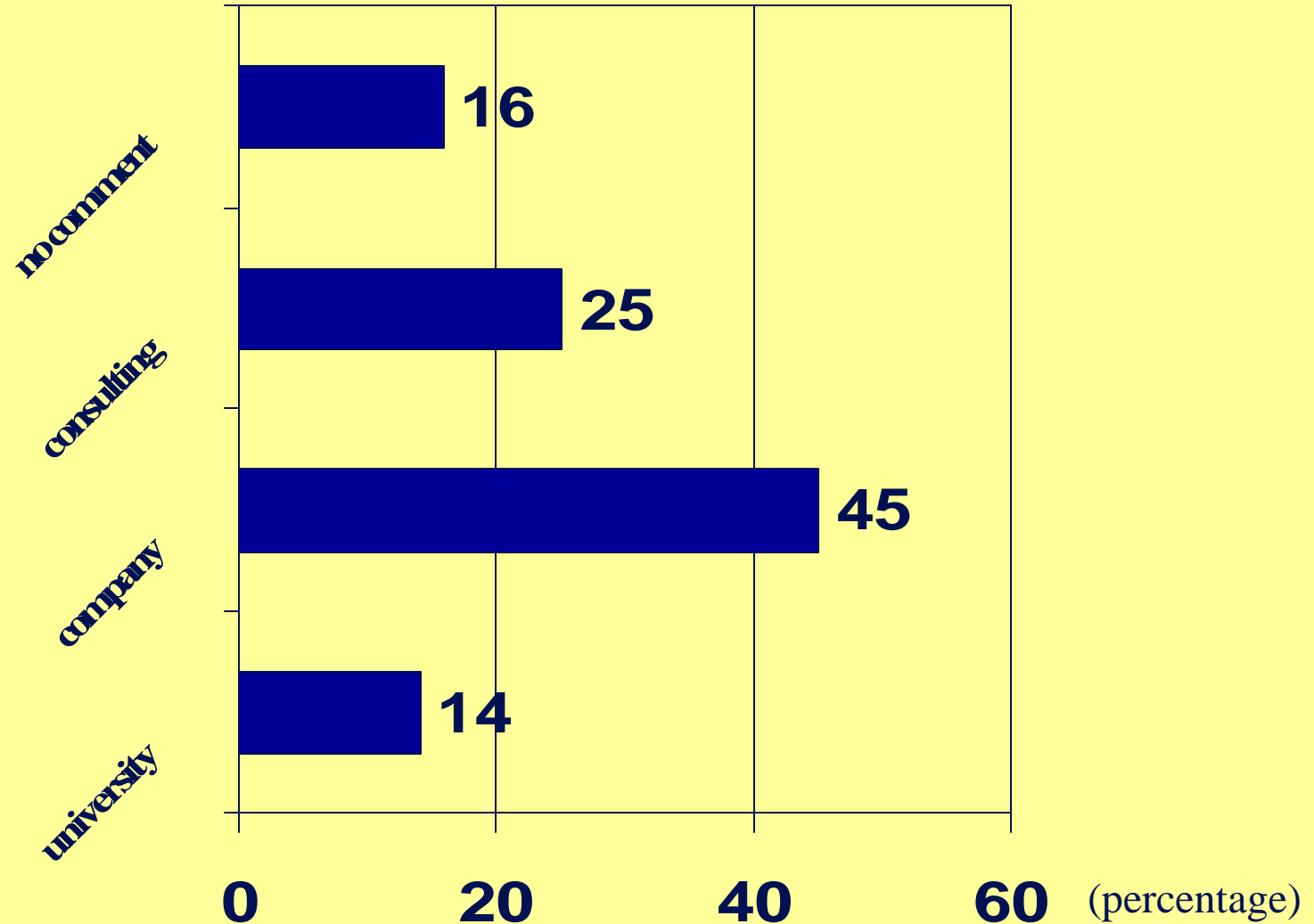


## QFD-know-how of the 130 QFD-ID members

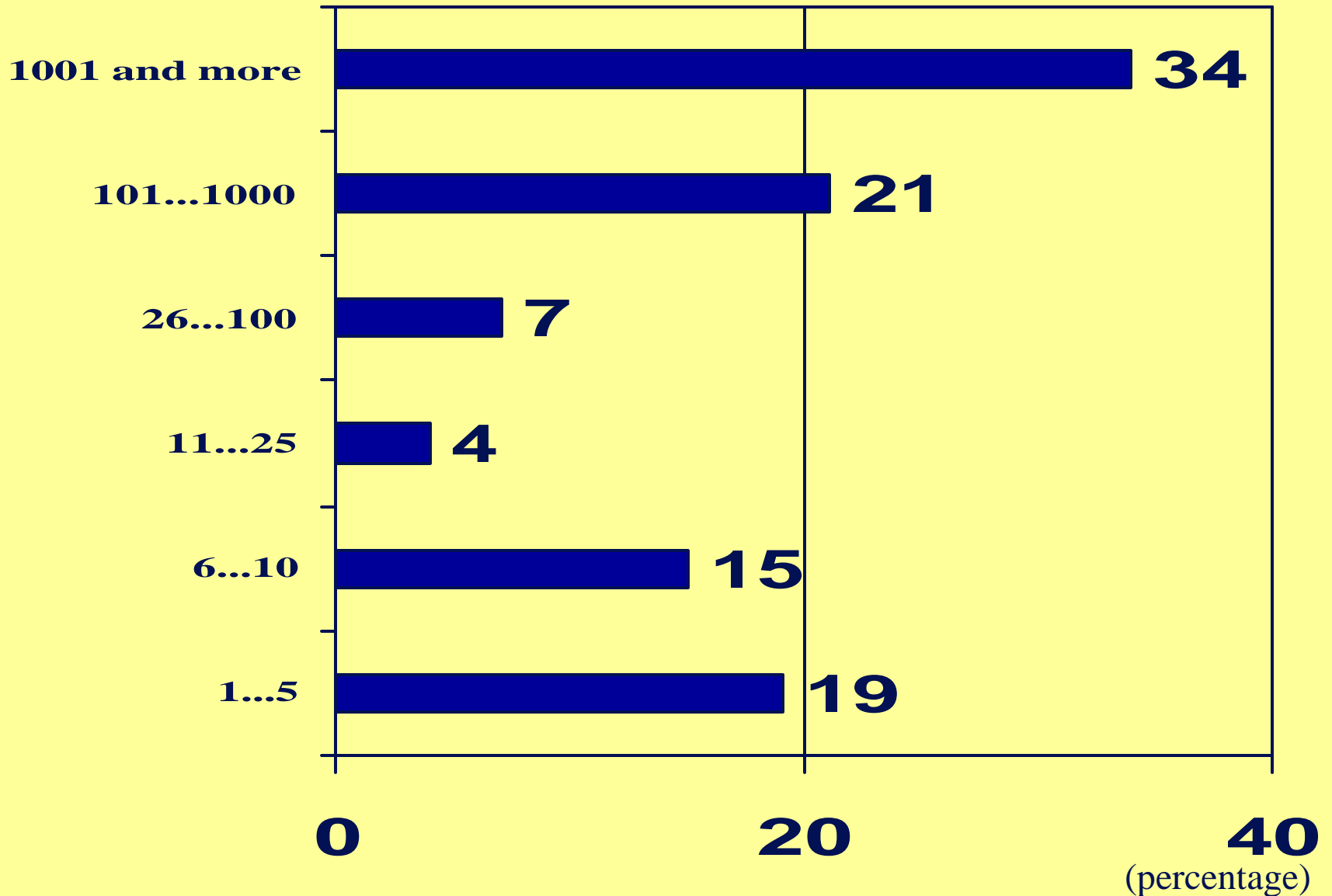




## Affiliation of QFD-ID members



## Size of Institution, where QFD-ID member is employed at



## QFD in Germany: Factors of Influence

*Positive Effects:*

*Negative Effects:*



**Enterprises**

- Success Stories and Case Studies

**Universities**

- Research and Teachings

**QFD Institutes**

- Knowledge and Resources Sharing

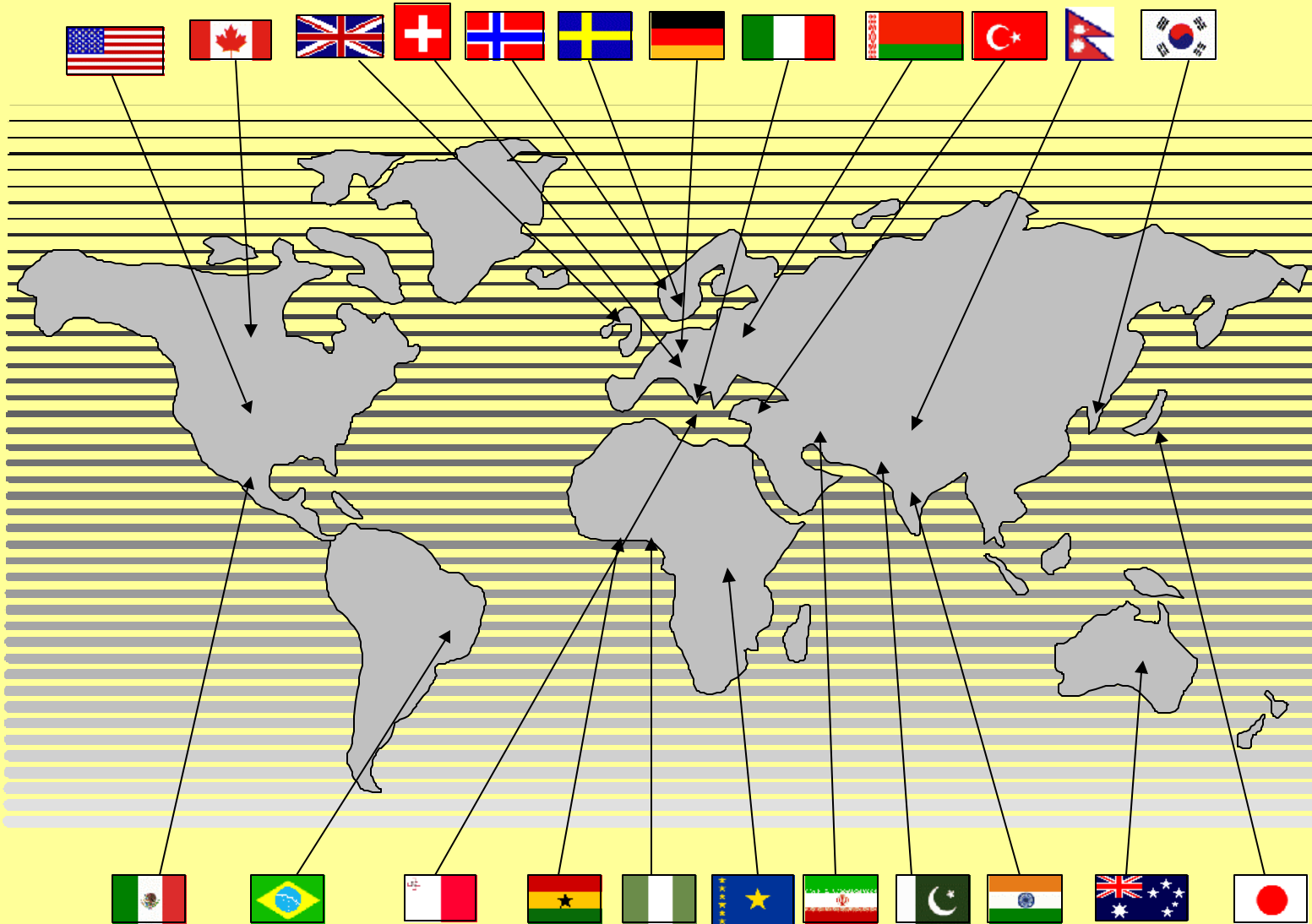


ISQFD  
Opening

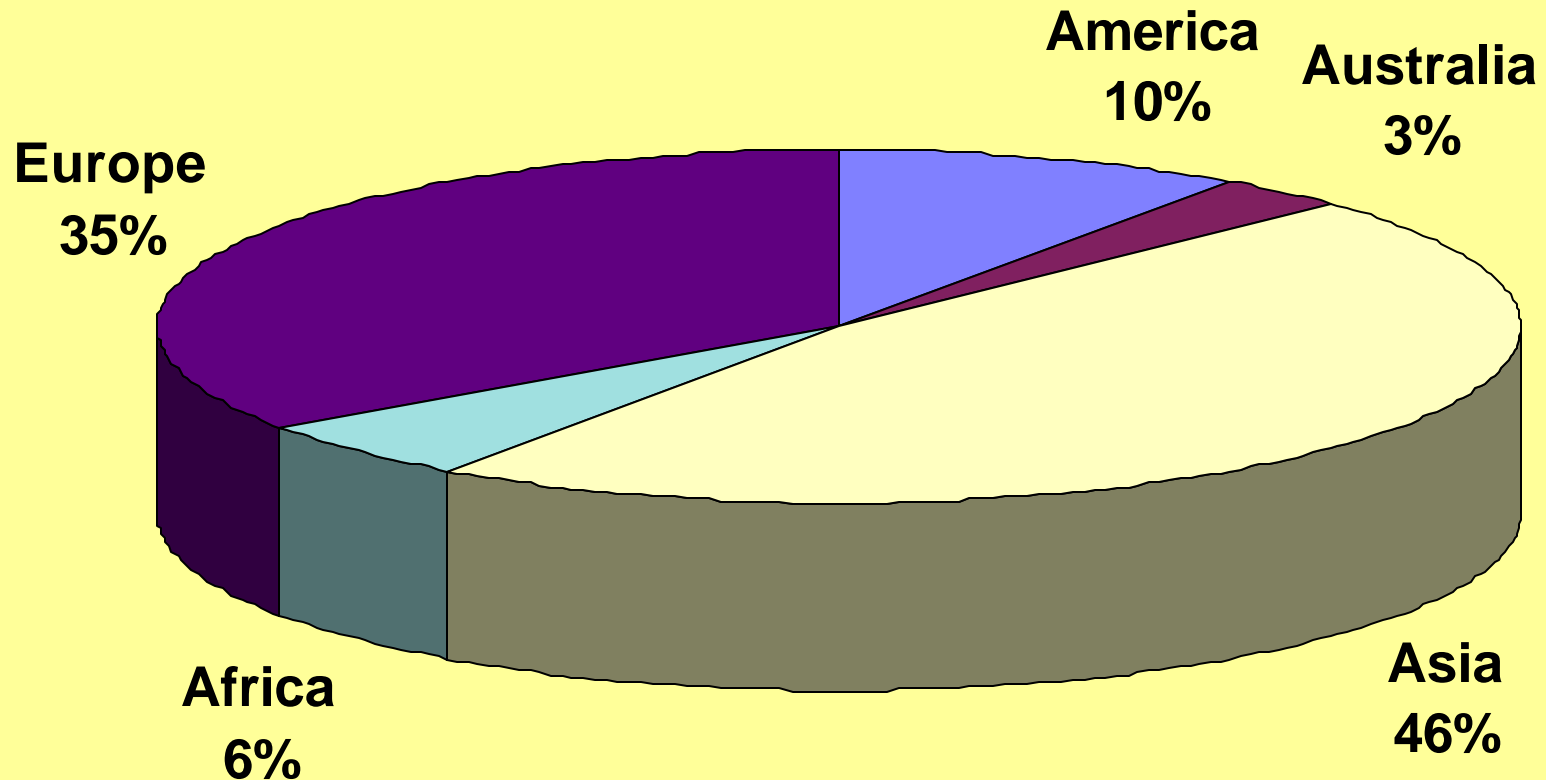
## The Flood Disaster in Germany



## The Most International Symposium Ever



## ISQFD'02 Munich Participants by Continents



## ISQFD'02 Munich Participants by Nations

Nation	Participants	Percentage		Nation	Participants	Percentage
Australia	2	1,61%		Korea	2	1,61%
Belarus	1	0,81%		Libya	1	0,81%
Brazil	6	4,84%		Mexico	4	3,23%
Canada	2	1,61%		Nepal	1	0,81%
Congo	1	0,81%		Nigeria	8	6,45%
Germany	36	29,03%		Norway	1	0,81%
Ghana	7	5,65%		Pakistan	5	4,03%
India	5	4,03%		Sweden	2	1,61%
Iran	5	4,03%		Switzerland	1	0,81%
Italy	5	4,03%		Turkey	3	2,42%
Japan	20	16,13%		United Kingdom	2	1,61%
Korea	2	1,61%		USA	4	3,23%
				All	124	100,00%



# ISQFD'02 SYMPOSIUM PROGRAMME THURSDAY, SEPTEMBER 5, 2002

**Please notice changes!**

Time			
08:30	Registration		
09:00	<b>OPENING</b> Prof. Dr. Georg Herzwurm, QFD Institut Deutschland e. V. (Germany)		
09:30	<b>KEYNOTE</b> <b>Efficiency and effectiveness of working methods</b> Prof. Dr. Udo Lindemann, TU Munich (Germany)		
10:30	Coffee Break		
EXHIBITION	<b>TRACK A</b> <b>QFD and Strategy</b> Chair: Prof. Dr. W. Pietsch	<b>TRACK B</b> <b>QFD and Customer Orientation</b> Chair: Prof. Dr. G. Herzwurm	<b>TRACK C</b> <b>QFD in Product Development</b> Chair: Dr. R. Herb
	Lunch		
EXHIBITION	<b>TRACK D</b> <b>QFD Methods</b> Chair: Prof. Dr. W. Pietsch	<b>TRACK B</b> <b>QFD and Customer Orientation</b> Chair: Prof. Dr. G. Herzwurm	<b>TRACK E</b> <b>QFD Approach</b> Chair: Dr. R. Herb
	Coffee Break		
04:30	<b>KEYNOTE</b> <b>QFD and Design for Six Sigma: A Quality Product Development System</b> Glenn Mazur, North American QFD Institute (USA)		
05:30	Break		
06:00	Mitgliederversammlung QFD-Institut Deutschland e.V.		
08:00	Akao Prize Dinner		



# ISQFD'02 SYMPOSIUM PROGRAMME FRIDAY, SEPTEMBER 6, 2002

Time

EXHIBITION	08:45	<p style="text-align: center;"><b>OPENING</b></p> <p style="text-align: center;">Prof. Dr. Georg Herzwurm, QFD Institut Deutschland e. V. (Germany)</p>		
	09:00	<p style="text-align: center;"><b>KEYNOTE</b></p> <p style="text-align: center;"><b>QFD and Knowledge Management on Health Care Service</b>          Prof. Dr. Yoji Akao, Asahi University (Japan)  <b>QFD-ID Innovation Award 2002 Ceremony</b></p>		
	10:00	Coffee Break		
		<p><b>TRACK H</b>  <b>QFD and other Methods</b>          Chair: Dr. R. Herb</p>	<p><b>TRACK I</b>  <b>QFD Case Studies</b>          Chair: Prof. Dr. W. Pietsch</p>	<p><b>TRACK J</b>  <b>QFD and IT</b>          Chair: Prof. Dr. G. Herzwurm</p>
	12:45	Lunch		
		<p><b>TRACK K</b>  <b>QFD in Special Applications</b>          Chair: Dr. R. Herb</p>	<p><b>TRACK I</b>  <b>QFD Case Studies</b>          Chair: Prof. Dr. W. Pietsch</p>	<p><b>TRACK J</b>  <b>QFD and IT</b>          Chair: Prof. Dr. G. Herzwurm</p>
	03:30	Coffee Break		
	03:45	<p><b>QFD-ID Innovation Award 2002: Presentation of the Winning Paper</b></p>		
	04:15	<p style="text-align: center;"><b>CLOSING</b></p> <p style="text-align: center;">Prof. Dr. Georg Herzwurm, QFD Institut Deutschland e. V. (Germany)</p>		

Please notice changes!



**We wish you a successful conference!**

