

# INTERNATIONAL JOURNAL OF QUALITY AND RELIABILITY MANAGEMENT

## Call for Papers for a Special Issue On **Best practice QFD**

Edited by  
Dr Robert Hunt and Ms Catherine Killen

Over the past two decades, Quality Function Deployment (QFD) principles have been applied to the development and realisation of physical goods, intangible services, software, systems, and strategy, for both internal and external stakeholders and customers, and in a wide range of industries in both public and private enterprises.

QFD was originally developed in Japan during the 1970s, and aims to ensure that all resources are effectively deployed to enhance the quality of a product or service. In the 1980s, with the introduction of 'Japanese management' to the West, QFD was discovered and adopted enthusiastically around the world. Seminal articles such as Clausing and Hauser's 1988 *Harvard Business Review* article, "The House of Quality", and King's book, *Better Designs in Half the Time*, catalysed and fuelled the widespread adoption of QFD.

This special issue of IJQRM is devoted to papers that demonstrate practical application of QFD principles, either 'stand alone' or embedded with other methodologies such as Design for Six Sigma, Kansei Engineering, Analytic Hierarchy Process, New Lanxhaster Strategy, TRIZ/TIPS (Theory of Inventive Problem Solving), or strategy development and deployment. Updated case based papers that are no more than two (2) years old that may have been presented at QFD and other related conferences will also be welcome. Papers are especially encouraged if the authors have been able to look back and assess the impact of the QFD work originally reported.

Contributions are expected to deal with, but are not limited to, the following issues:

- ✂ QFD principles applied to physical products, services, software, systems or strategy development and realisation.
- ✂ QFD principles applied in public and private sector organisations.
- ✂ Critical factors for sustainable QFD adoption.
- ✂ Performance measurement and management of QFD.
- ✂ Empirically based research on QFD impact on sustainable performance.
- ✂ Case examples of successful QFD sustainability.
- ✂ Human resource and cultural issues for sustainable QFD.
- ✂ QFD applications in fast moving environments

Manuscripts should be 3,000-5,000 words in length, single-spaced and in A4 Word format. The special issue will consist of a number of invited papers from eminent experts in QFD together with competitive papers, which will be subject to a double-blind review. Should the number of accepted papers exceed the requirements for the special edition, the excess will be published in subsequent editions. Papers should have a separate title page giving the names and full addresses of the authors. Manuscripts, following the IJQRM Notes for Contributors accessible via <http://www.emeraldinsight.com/journals/ijqrm/notes.htm>, should be sent as e-mail attachments to the guest editors by 1 March 2004. E-mail [cmit@work.gsm.mq.edu.au](mailto:cmit@work.gsm.mq.edu.au).

### **Guest Editors for the Special Issue:**

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