

8/4

# TIM 105/205, LECTURE #8 (10/22/13)

## Agenda

1. Complete the Integer Programming problem for selecting projects for the Aggregate Project Plan (see above).

2. HW #4

3. Quality Function Deployment (QFD)  
- House-of-Quality (HOQ)

→ Read chapters

"Customer Needs" and "Product Specifications" in U&E, PD&D.

Pages 8.2 and Pages 8.3 will be  
developed in-class.

# Quality Function Deployment

Most basic purpose : Translate high-level customer needs to technical specifications that engineers can use to design & develop the products

Example : CAR DOOR

## Customer Needs

- easy to open/close
- leak-proof
- isolate road-noise

⋮

## Engineering

- force required to open/close door
- energy required to open/close door
- Noise level (db)

⋮

Chapter on  
Customer Needs

Chapter on  
Product Specs.

U&E, PD&D