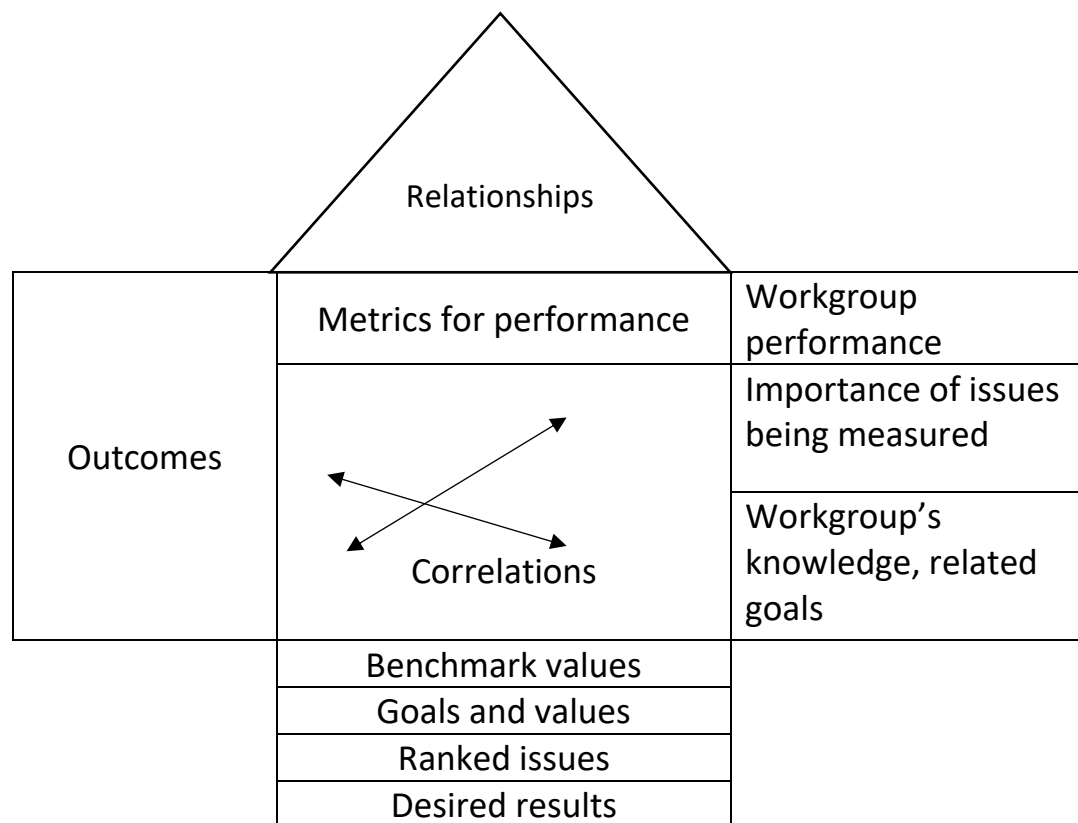


KNOWLEDGE MANAGEMENT METRICS

QUALITY FUNCTION DEPLOYMENT

The House of Quality method is also called Quality Function Deployment (QFD). It shows the connections between true quality, quality characteristics and process characteristics.

HOUSE OF QUALITY MATRIX



Customer-centric features of QFD

QFD is a comprehensive quality system aimed at improving customer satisfaction.

- Focus on delivering value by meeting the spoken and unspoken needs.
- Translate the needs of the customers into design targets.

- Communicating the design targets through the organization.
- It allows customers to prioritise their requirements.
- Enables the performance assessment of the company against the competitors.
- Directs to optimize the features to achieve a competitive advantage.

Some of the QFD indicators to analyse KM effectiveness

1. Competence development expenses
2. Employee satisfaction
3. Training expenses per employee
4. Total number of patents held
5. Employee attrition rate
6. The expense of reinventing solution per year
7. Number of ideas implemented compared to those suggested