

# QUESTION

IMAGINE A COMPANY 'C' WHICH RECENTLY LAUNCHED GAMING CONSOLES IN THE MARKET. TO UNDERSTAND THE DOMAIN OF GAMING CONSOLES CONSTRUCT A QUALITY FUNCTION DEPLOYMENT/ HOUSE OF QUALITY DIAGRAM FOR THE GAMING CONSOLES WITH THE FOLLOWING CONSIDERATIONS

- 1. COMPETITORS
- 2. 5 MOST RELEVANT CUSTOMER REQUIREMENTS
- 3. 5 DESIGN CHARACTERISTICS



# GAMING CONSOLES

PLAYSTATION 5

2 XBOX SERIES X

3 NINTENDO SWITCH









### DESIGN CHARACTERISTICS

The Five most important design characteristics of a Gaming console are:

- 1 ) ( PROCESSOR
- **2** ) ( RAM
- 3 ) ( STORAGE (ROM)
- 4 ) ( WEIGHT OF CONSOLE
- 5 LATENCY OF CONTROLLER



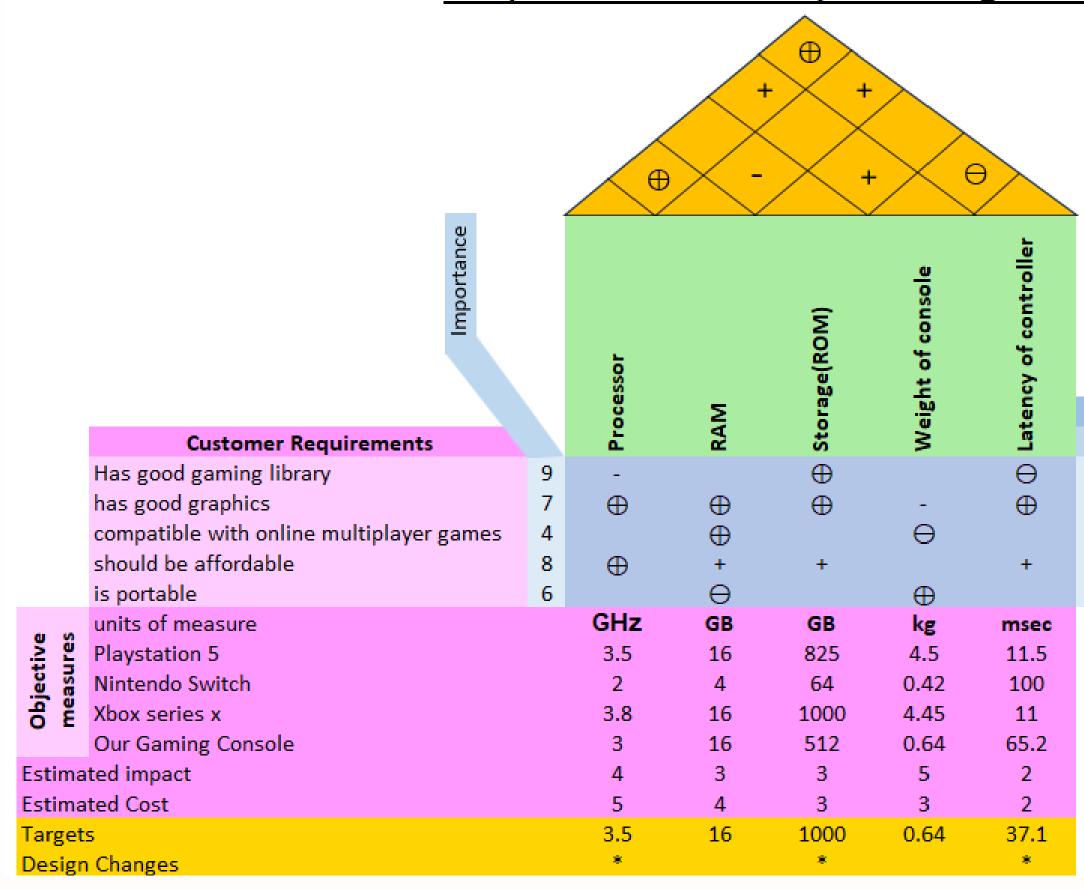
## VOICE OF CUSTOMERS

The top most demands a customer has from a gaming console:

- 1 ) ( HAS GOOD GAMING LIBRARY
- 2 ) ( HAS GOOD GRAPHICS
- 3 ) ( IS COMPATIBLE WITH ONLINE MULTIPLAYER GAMES
- 4 ) ( SHOULD BE AFFORDABLE
- 5 ) ( IS PORTABLE

#### **Complete House of Quality for Gaming consoles**





Meaning of symbols					
$\oplus$	Strong Positive				
+	<b>Medium Positive</b>				
-	Medium Negative				
$\Theta$	Strong Negative				
N	Nintendo Switch				
Р	Playstation 5				
X	Xbox X				
С	Our company				

Competitive assessment							
1	2	3	4		5		
		G	XP	N			
		N	y⊊ X	Р			
		G	< N		PX		
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