



QFD and Voice of Customer Analysis

for Design For Six Sigma and APQP

Home

Glenn Mazur's interpretation of the Japanese characters for QFD.

Methods

QFD
Voice of Customer
Six Sigma
TQM
Hoshin
Kansei
AHP
TRIZ
New Lancheater
Strategy

品 *Hin* - Multitudes' voices

質 *Shitsu* - Ax & shell; money, value

機 *Ki* - Frontier guards attend to detail

能 *No* - Bear: courage

展 *Ten* - Unroll train of kimono

開 *Kai* - Cooperate to open barriers

Training

In-house Training
Public Courses
QFD Consulting
Choosing your
Trainer/Consultant

Support

Technical Support
Software
Case Studies

About Mazur

Credentials
Awards
Resume/C.V.
Clients
Publications
Testimonials
Photos

"A group of courageous people working in harmony pursuing the finest detail to unlock the organization and roll out products that the multitudes in the marketplace will value." ©1996
Glenn Mazur

Ref. Wieger, L. (1927). *Chinese Characters*. New York: Dover Publications.

Other Links

QFD Institute
QFD Symposium
International Council
on QFD
Akao Prize®

*Some links may
require subscription to
Mazur's TQM On-line
course.*

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