

IMPROVEMENT OF QUALITY OF TECHNICAL INSTITUTE THROUGH QFD

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Abstract

Quality is the link that attracts customers. The Technical Institutes are processor which introduces quality products (technocrats) in the market. Changing scenario has compelled for Quality improvement in the institutes and this can be achieved only by improving conditions prevailing in the institutes. Traditional methods of designing disregard the voice of customers as well as disregard the competition. Thus lacking in commitment of improvement. Improvement in the practical knowledge imparted through improving quality assurance of labs which satisfy the students. Improvement in Teaching staff so that pure knowledge reaches to passing out generation.

To achieve the above tasks in the present work various quality tools such as QFD, POKA YOKE, CONCURRENT ENGINEERING, QUALITY CIRCLES, SMALL AUTONOMOUS GROUP CONCEPT, KAIZEN APPROACH have been used. Conversion of unspoken need of customer is the basic requirement. The work stresses on improvement of quality of institute through improving quality of labs, teaching staff especially use of POKA YOKE for mistake proofing .i.e. intake of students. Thus by using the above mentioned quality tools satisfaction of customer is ultimately achieved.

Keywords : QFD, Quality Circle