Quality Assurance at Each Process
Customer Requirements/ Needs and Market Trends
Information Analysis
Review & Selection of Issues
Design & Development (DR)
Transfer to Manufacturing (DR)
Initial Production Control / Production
Sales & Service
Customer Provision of customer value
Voice of Customer
Strict assessment of issues
Improvement of design quality
Improvement of process quality
Process quality control
Quick sharing of quality information and speedy response to issues found
Initiatives
• Implementation of the quality assurance function of the mother site • Process improvement (new product development review, project review, design and development quality indices, etc.)
• Appropriate go/stop decisions at each milestone • Change control • Participation and collaboration of the divisions concerned from the initial stage of design and development
• Prevention of quality problems through reliability engineering, FMEA, DRBFM, and FTA • Close assessment during design reviews • Reflection of the voice of customer through utilization of support tools, etc.
Framework Supporting the Initiatives
• Defining rules
• Building organizations
• Fostering human resources