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JIS Q 9025 : 2003

**Performance improvement of  
management systems —  
Guidelines for quality function  
deployment**

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## Foreword

This translation has been made based on the original Japanese Industrial Standard established by the Minister of economy, Trade and Industry through deliberations at the Japanese Industrial Standards Committee in accordance with the Industrial Standardization Law.

**JIS Q 9025: 2003** has the following appendices.

Annex 1 (informative) *Quality Function Deployment Procedure*

Annex 2 (informative) *Example of Required Quality Deployment Table*

Annex 3 (informative) *Example of Quality Characteristic Deployment Table*

Annex 4 (informative) *Example of Quality Table*

Annex 5 (informative) *Example of Quality of Planning Chart*

Annex 6 (informative) *Example of Transformation of Order of Importance*

Annex 7 (informative) *Example of QA Chart*

Annex 8 (informative) *Example of QC Process Chart*

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## Contents

	Page
0 Introduction .....	1
0.1 General .....	1
0.2 Consistency with other standards .....	1
0.3 Relationship with JIS Q 9000 Family .....	1
0.4 Compatibility with other management systems .....	2
1 Scope .....	2
2 Normative reference .....	3
3 Terms and definitions .....	3
3.1 Terms related to quality function deployment .....	3
3.2 terms related to quality table .....	4
4 Basic concepts .....	5
4.1 General .....	5
4.2 Quality function deployment in quality management .....	6
4.3 Principles of quality function deployment .....	6
5 Quality Table .....	6
5.1 General .....	6
5.2 Deployment table and matrix .....	7
5.3 Composition of the quality table .....	8
5.4 Quality table creation procedure .....	9
6 Quality function deployment .....	10
6.1 General .....	10
6.2 Quality deployment .....	11
6.3 Engineering deployment .....	13
6.4 Cost deployment .....	14
6.5 Reliability deployment .....	16
6.6 Job function deployment table .....	17
7 Application guide .....	18
7.1 Objective .....	18
7.2 Frame corresponding to objective .....	18
7.3 Use in design review .....	19
8 Introduction and application to organizations .....	19
8.1 Introduction and quality function deployment .....	19
8.2 Formation of the team .....	20
8.3 Quality function deployment using information technology .....	20
8.4 Information configuration .....	20
9 Related methods .....	21
9.1 General .....	21
9.2 Relevant methods in quality deployment .....	21
9.3 Relevant methods in engineering deployment .....	22

9.4	Relevant methods in cost deployment .....	22
9.5	Relevant methods in reliability deployment .....	22
9.6	Relevant methods in job function deployment .....	22
Annex 1 (informative)	Quality Function Deployment Procedure .....	24
Annex 2 (informative)	Example of Required Quality Deployment Table .....	26
Annex 3 (informative)	Example of Quality Characteristic Deployment Table ....	27
Annex 4 (informative)	Example of Quality Table .....	28
Annex 5 (informative)	Example of Quality of Planning Chart .....	29
Annex 6 (informative)	Example of Transformation of Order of Importance ....	30
Annex 7 (informative)	Example of QA Chart .....	31
Annex 8 (informative)	Example of QC Process Chart .....	32

# Performance improvement of management systems — Guidelines for quality function deployment

## 0 Introduction

**0.1 General** For an organization to fulfill its mission and achieve sustainable growth while maintaining competitiveness, it is essential that the organization enhances its significance of existence by gaining the satisfaction of customers and other interested parties with value of products that the organization offers. For this purpose, it must respond with agility to environmental changes, improve overall performance effectively and efficiently, respond to the needs and expectations of customers and other interested parties and create higher customer value.

With diversification of customer needs and increase in the number of competing products, the importance of the differential new products is rising. At the same time, assurance of product quality is now regarded common practice that does not require special mention. For this reason, development today requires development of new products in view of function, performance and design, together with assurance of value including quality.

These two aspects of development share in common the fact that the point of departure is assessment of market needs. However, the pressure for shorter lead time in development is increasingly pressing development to focus attention more on the technical aspects of design and development and not satisfying the needs in the marketplace. Therefore, there is growing need for methodology in implementing effective and efficient product development with customer focus.

The methodology for agile response to environmental changes and realization of products that appropriately meet the needs and expectations of customers and other interested parties may impact the following:

- Customer satisfaction;
- Simultaneous improvement of quality, cost and product cycle time; and
- Improvement of performance such as profits and market share
- Optimization of the management system in its entirety, rather than partially.

**0.2 Consistency with other standards** This Standard was drafted for use independent of **JIS Q 9023** *Performance improvement of management systems — Guidelines for management by policy* and **JIS Q 9024** *Performance improvement of management systems — Guidelines for procedures and methodology for continual improvement*, but may be used in mutually complementary form as harmonized standard. Moreover, this Standard was drafted for use also as supporting technique for items described in **TR Q 0005** *Quality management system — Guidelines for sustainable growth*.

**0.3 Relationship with JIS Q 9000 Family** This Standard was drafted for use as supporting technique for an organization to administer management system effectively and efficiently based on **JIS Q 9001** and **JIS Q 9004**.