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Nota di contenuto	Preliminaries; Contents; Guest editorial; Quality infrastructure improvement: using QFD to manage project priorities and project management resources; Strategic planning using QFD; TQM and QFD: exploiting a customer complaint management system; Best practice QFD application: an internal/external benchmarking approach based on Ford Motors' experience; QFD, organisational creativity and productivity; Evidence of QFD best practices for product development; The impact of linear algebra on QFD
Sommario/riassunto	Quality function deployment (QFD) is a practice-based methodology. Ever since its development during the 1960's in Japan, QFD has continued to generate positive results in an increasing number of applications. QFD has traditionally been seen as a tool to provide a reliable method of addressing customer needs in product development and manufacturing while promoting and structuring cross-functional communication and information sharing.