The Application of Kano’s Two-Dimensional Model, Fuzzy AHP and QFD for Investigating The Key Quality Factors of ISO/TS1

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ABSTRACT

ISO/TS 16949 is the supplier quality management unified standards developed by the IATF. Achieved and import to strengthen management and quality systems from ISO/TS 16949 certificate of Taiwan’s Auto-parts Manufacturing Industry enter the international threshold. The domestic manufacturer impetus to quality system authentication by consultants outside, therefore this research is different with much take manufacturer of through the authentication as the object of study, but take ISO/TS 16949 related investigation personnel as main object of study.

In this paper, we were sent out and collected based on the Kano' s quality model, so that the degree of satisfaction can be obtained. And then we apply Fuzzy AHP to prioritize the weights of those factors found in Kano’s model and analyze it with the QFD to find the Key Success Factors of ISO/TS 16949 implementation. The results showed that the“ Requirements of internal customers ” and“ Confirmed that the process of production and services ” are the Key Success Factors of ISO/TS 16949 implementation should be improved. And obtains by way of QFD the result“ Customer information collected ”,“ internal auditing ability ” and“ statistical analysis's ability ” is must improve the Technical Requirement which ameliorate these key factors to strengthen, therefore result of this research may cause the enterprise to do the resources the effectively in order to help to achieve the ISO/TS 16949 quality system Implementation.

Keywords : ISO/TS 16949、Kano’s Two-Dimensional Model、Fuzzy AHP、QFD

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