



# CTQ- CONCEPT & TECHNIQUES

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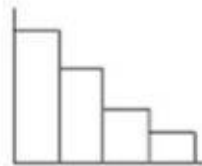
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**Coimbatore**



# TOPIC



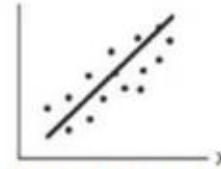
BRAIN STORMING



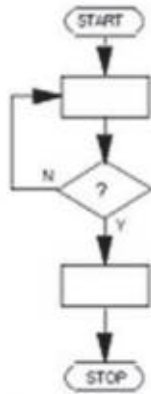
PERETO CHART



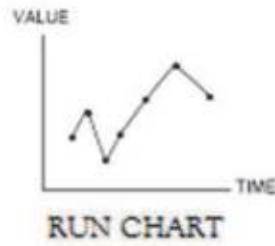
FISHBONE DIAGRAM



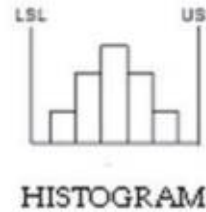
SCATTER DIAGRAM



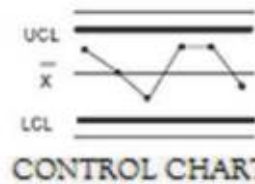
FLOW CHART



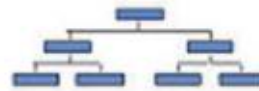
RUN CHART



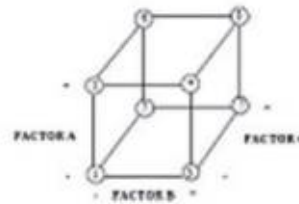
HISTOGRAM



CONTROL CHARTS



TREE DIAGRAM



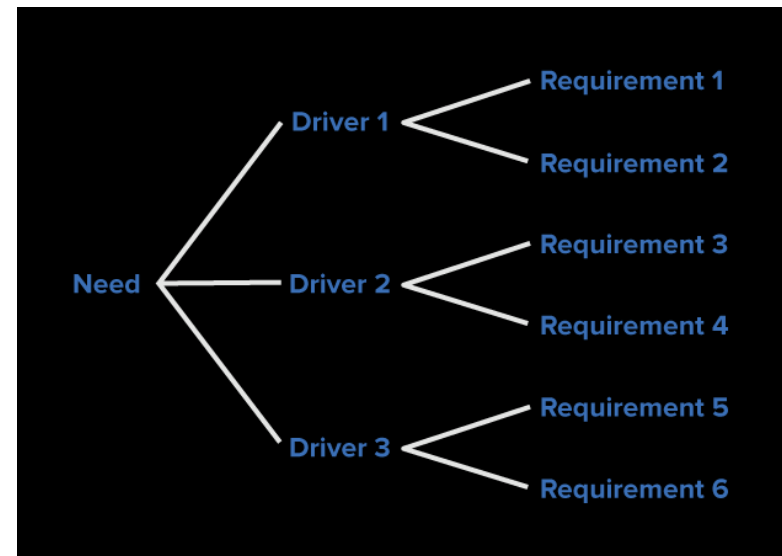
DESIGN OF EXPERIMENTS

Tools used in Root cause analysis



# CTQ TREE

- stands for Critical to Quality
- It define in business words- requirements of the customers
- It important while developing a product or service





# ACTIVITY

Which level of management is responsible for the welfare and survival of organization?

- a) Middle level
- b) Supervisory level
- c) Operational level
- d) Top level



# HOW TO DRAW A CTQ TREE?

## Steps in developing a CTQ tree

- Identify the voice of the customer
- Understand the customer requirement parameters
- Prioritize the parameters
- Convert the customer requirements into CTQs that are measurable





# PROJECT CHARTER TEMPLATE

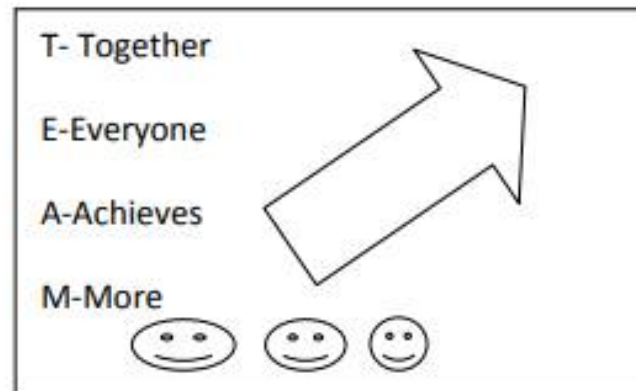
- GENERAL PROJECT INFORMATION
- PROBLEM, ISSUE, GOALS, OBJECTIVES, DELIVERABLES
- PROJECT SCOPE & SCHEDULE
- PROJECT RESOURCES & COSTS
- PROJECT BENEFITS & CUSTOMERS
- PROJECT RISKS, CONSTRAINTS, ASSUMPTIONS



# ACTIVITY

Highlight the feature of management depicted by the image given here

- a) Group activity
- b) Goal oriented
- c) Pervasive
- d) Dynamic





# REFERENCES

1. <https://api.intechopen.com/chapter/pdf-preview/17405>
2. <https://www.whatissixsigma.net/ctq-tree/>
3. **What is Lean Six Sigma** By Michael L. George, David T. Rowlands, Bill Kastle





THANK YOU