

APPLICATION OF QUALITY FUNCTION DEPLOYMENT METHOD WITHIN A TECHNICAL INSPECTION STATION FOR AUTOMOTIVE

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Abstract: *In the new vision promoted by Quality Management, the quality is the main objective of the whole activity of an organization. Thus, it is not sufficient anymore only to verify the existence of quality - associated with the product (including here products and services, in accordance with the last edition of ISO 9000 standards) - but it is necessary to design, deploy and build step by step the quality. In order to improve the quality of the services done within technical inspection station, it was conceived a questionnaire that allow us to identify client's demands and the importance level the client assign to each requirement. Considering the quality characteristics, besides a good professional of staff and a proper technical endowment of the station are also necessary good communication abilities.*

Key words: *Quality Function Deployment, client questionnaire, quality characteristic, correlation matrix, relations matrix.*

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