

VOICE OF THE CUSTOMER CAPTURE AND ANALYSIS



Kai Yang



Voice Of The Customer Capture And Analysis Six Sigma Operational Methods

Kai Yang



Voice Of The Customer Capture And Analysis Six Sigma Operational Methods:

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outstanding products that meet or exceed customer expectations **Voice of the Customer** Kai Yang, 2007-11-14 Discover All the Advantages of Using Design for Six Sigma to Develop and Build Customer Value Based Products Voice of the Customer Capture and Analysis equips Six Sigma you with the skills needed to create and deploy surveys capture real customers need with ethnographic methods immediately analyze the results and coordinate and drive responsive actions Quality expert Kai Yang explains how to utilize the statistical methods of Design for Six Sigma to identify key customer needs and assess the cost of poor quality He then shows how to design robust products to meet those needs optimize product life cycles and accurately validate their findings Voice of the Customer Capture and Analysis features a wealth of information on Six Sigma and value creation customer survey design administration and analysis ethnographic research process management and Lean Product Development the deployment of customer value into products DFSS and value engineering This product design tool enables you to Minimize sources of response and measurement error Discern customer preferences Design VOC research to minimize mistranslation Respond to analytical implications of VOC data Optimize design to decrease sensitivity of CTQs to process parameters With the help of Voice of the Customer Capture and Analysis you can now acquire the skills needed to truly understand a customer s wants and needs in order to develop and build optimal products Most Design for Six Sigma product development teams fall short of truly understanding their customers want and needs until it is too late Market research studies and reports simply do not provide sufficient guidance Today s Six Sigma practitioners need a comprehensive approach to designing and building customer value based products Voice of the Customer Capture and Analysis now gives you the ability to create and deploy surveys capture real voice of the customer in the field immediately analyze the results and coordinate and drive responsive actions This powerful product development tool demonstrates how to utilize the statistical methods of Design for Six Sigma to identify key customer needs assess the cost of poor quality design robust products to meet those needs optimize product life cycles and accurately validate their findings By using the expert methods strategies and guidelines presented in Voice of the Customer Capture and Analysis you can Harness VOC data to create value based products Employ Design for Six Sigma to optimize value creation Become proactive in gathering VOC information Improve customer survey design administration and analysis Accurately process VOC data Deploy customer value into products DFSS Perform effective quality function deployment QFD Get the most out of value engineering Capitalize on creative design methods Utilize process management and Lean Product Development Apply statistical techniques and Six Sigma metrics This wide ranging resource will give you the ability to minimize sources of response and measurement error clearly discern customer preferences design VOC research to minimize the perils of mistranslation respond to analytical implications of VOC data and optimize design to decrease sensitivity of CTQs to process parameters Comprehensive and authoritative Voice of the Customer Capture and Analysis provides you with all the tools you need to fully understand customer needs and wants_ and then develop and build outstanding products that meet or exceed customer

expectations **Becoming a Supply Chain Leader** Sourya Datta,Sudip Das,Debasis Bagchi,2021-10-28 The book explains how to emerge and grow as a supply chain leader and details supply chain and procurement processes and operational activities in real work scenarios across multiple supply chain verticals The book defines what an entry level supply chain professional must do to excel in various types of supply chain verticals such as IT electronics manufacturing pharmaceutical retail and consumer goods Apart from helping professionals understand vertical specific nuances this book helps them to set both short term goals for annual performance review and longer term career planning In addition for a mid or senior level supply chain professional the book offers ideas on ways to launch initiatives and demonstrate leadership to foster career growth It offers ideas about unlocking new values for the organization and creating a data driven decision support platform to gain financial efficiency for better management of CapEx and OpEx spend thus improving the bottom line The book includes a tool kit which includes operational data models financial models and presentation templates for creating and socializing proposals intended for cross functional teams and demonstrating supply chain leadership The book is divided into four major parts In Part I the book starts with an overview of key concepts in a manufacturing supply chain and procurement organization It describes current forms of modern global supply chain and corporate procurement organizations The objective of Part II is to provide a framework for a self directed supply chain manager to understand how a large organization evaluates the contribution of supply chain managers and where it expects them to create value To foster career growth as a supply chain professional the book identifies six key knowledge pillars for demonstrating supply chain mastery Technical and market knowledge of the end product and its constituents Knowledge of internal product development and sustaining processes and supporting consumption data Health and market condition of the supplier Ability to create value Ability to build internal and external executive relationships with key influencers Ability to obtain best cost without compromising on quality and lead time Negotiating cost sourcing material and then the logistics of moving the raw material through multiple stages and finally finished materials across the globe are some of the key areas which need continuous improvement As a sentinel of efficiency removing any kind of wastage leads to immediate value creation and contributes to the margin by improving the bottom line In Part III the book reviews twelve such verticals namely printer medical IT energy automotive cloud dairy data management avionics biotech apparel and start up and the supply chain nuances through the lenses of the framework created in Part II In Part IV the book goes back to focus on the professional growth of an individual supply chain person in an industry agnostic way It provides examples of financial and operational efficiencies that a supply chain professional can create Business Bloomsbury Publishing,2011-06-06 An international bestseller BUSINESS The Ultimate Resource is a one stop reference and interactive tool covering all aspects of today s world of work Unique authoritative and wide ranging it offers practical and strategic advice for anyone doing business today Written with a team of world class writers and editors it is an essential desk reference for managers MBA and business students and for small business owners

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Operational Excellence James Martin,2021-01-27 *Operational Excellence* Second Edition Breakthrough Strategies for Improving Customer Experience and Productivity brings together leading edge tools methods and concepts to provide process improvement experts a reference to improve their organization s quality productivity and customer service operations Its major topics include alignment of strategy to the design of supporting systems to meet customer expectations manage capacity and improve performance It provides a concise and practical reference for operational excellence Its fourteen chapters lead a reader through the latest tools methods and concepts currently used to capture voice of customers partners and other stakeholders new strategies for the application of Lean Six Sigma as well as product and service design across diverse industries including manufacturing to financial services This book operates from three premises Organizations can increase competitiveness in an era of globalization through the application of voice of applications Design Thinking the integration of the Information Technology Ecosystem s new tools and methods integrated with proven Lean and Six Sigma applications Operational performance correlates to an organization s financial operational and resultant productivity as well as with shareholder economic value add EVA metrics and can be measured and improved using the methods in this book Value adding activities and disciplines discussed are global and applicable to every organization A PRACTICAL TOOL FOR REAL WORLD APPLICATION New topics are introduced in the second edition These include Design Thinking the voice of Information Technology Ecosystems Big Data applications and Robotic Process Automation Key topics from the first edition remain These include Design for Six Sigma DFSS Lean and Six Sigma methods productivity analysis operational assessments project management and other supporting topics Each chapter contains tools and methods that will help readers identify areas for operational improvements It contains 300 figures tables and checklists to help increase organizational productivity Practical examples are integrated through the book

Lean Six Sigma for the Office James William Martin,2008-10-30 This book provides a practical reference of tools methods and concepts that enable a reader to understand Lean Six Sigma concepts to improve his or her process using Kaizen events It presents a simple reference to plan and conduct Kaizen events in service systems and office environments

Operational Auditing Hernan Murdock,2021-07-01 *Operational Auditing* Principles and Techniques for a Changing World 2nd edition explains the proven approaches and essential procedures to perform risk based operational audits It shows how to effectively evaluate the relevant dynamics associated with programs and processes including operational strategic technological financial and compliance objectives and risks This book merges traditional internal audit concepts and practices with contemporary quality

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excel in the four competitive priorities quality cost delivery and flexibility in order to build a cumulative model of healthcare operations in which all concepts and tools fit together This textbook encourages a hands on approach and integrates mind maps to connect concepts icons for quick reference dashboards for measurement and tracking of progress and newly updated end of chapter problems and assignments to reinforce creative and critical thinking Written with the diverse learning needs in mind for programs in health administration public health business administration public administration and nursing the textbook equips students with essential high level problem solving and process improvement skills The book reveals concepts and tools through a series of short vignettes of a fictitious healthcare organization as it embarks on its journey to becoming a highly reliable organization This second edition also includes a strong emphasis on the patient s perspective as well as expanded and added coverage of Lean Six Sigma value based payment models vertical integration mergers and acquisitions artificial intelligence population health and more to reflect evolving innovations in the healthcare environment across the United States Complete with a full and updated suite of Instructor Resources including Instructor s Manual PowerPoints and test bank in addition to data sets tutorial videos and Excel templates for students Key Features Demonstrates the how tos of effectively managing a healthcare organization Sharpens problem solving and process improvement skills through use of an extensive toolkit developed throughout the text Prepares students for Lean Six Sigma certification with expanded coverage of concepts tools and analytics Highlights new trends in healthcare management with coverage of value based payments mergers and acquisitions population health telehealth and more Intertwines concepts with vivid vignettes to describe human dynamics organizational challenges and applications of tools Employs boxed features and YouTube videos to address frequently asked questions and real world instances of operations in practice

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