QFD Matrix

PHASE I QFD *{P8001 Balance Training Bike}*

Tilt Range	
Levels of Tilt	+
Locked Position	
Tilt Resistance	
Non-alternating Handle Bars	
Auditory Feedback of Tilt	
Seat Height	
Cross member location (height)	
Bike Capacity	
Portability	-
Visual Feedback of Tilt	
Pedal Resistance Range	
Seat Size	
Adjustment Tools	
Service Intervals	
Color	
Preferred	

	Customer Requirements	Customer Weights	Tilt Range	Levels of Tilt	Locked Position	Tilt Resistance	Non-alternating Handle Bars	Auditory Feedback of Tilt	Seat Height	Handlebar Height	Handlebar Reach	Cross member location (height)	Bike Capacity	Portability	Visual Feedback of Tilt	Pedal Resistance Range	Seat Size	Adjustment Tools	Service Intervals	Color
			Engineering Metrics																	
1	Develop Stationary Bike /w Tilt	9	9	9		3		3							3				1	
2	Develop a Warning/ feedback system for tilt	9						9							3					
3	Stationary Handle Bars	9					9													
4	Easy to use for patient and PT	9		3	1	3	3	1	1	1	1		1	1	1			3	1	
5	Safe operating tilt range	9	9	3	3	1	3		1	1	1		1				1			
6	Comfortable seat (Practical)	9							1	1	1						3			
7	Easy mount/dismount	9			9		1		3	3	3	9								
8	Constant Pedal Resistance	9														9				
9	Accommodate Varying Patient Sizes	9	3	3		3			9	9	9	3	9				1			
10	Moveable by one PT	9												9						
11	Product appealing to majority of patients	1															1			9
12	Varying tilt resistance	9	9	9		9		3							3					
13	Locked Position	9		1	9															
	Raw score		270	252	198	171	144	144	135	135	135	108	99	90	90	81	46	27	18	9
	Relative Weight		13%	12%	9%	8%	7%	7%	6%	6%	6%	5%	5%	4%	4%	4%	2%	1%	1%	0%

Most Important → **Least Important**