Department of Computer Science

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3C05 Session 2002/03
Coursework 1

After graduation from UCL, your first job is in the electronic book retail business. You are asked to assist with the quality management of the electronic shopping web site of booksellers.com. You choose QFD to handle the quality management and make sure that the voice of the customer gets heard.

Define the house of quality for booksellers.com by outlining
- customer requirements
- planning matrix (focus on competition with amazon.com, bol.com)
- technical requirements
- interrelationships
- roof and
- targets

Please submit the coursework by 15/11 at 12pm to G14.