COST OF QUALITY

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Course Objective

To understand the Quality Cost Model that includes Prevention Cost, Appraisal Costs, Internal Failure Costs and Failure Costs.

To know where Cost of Quality fits into Quality Management Systems.

To appreciate the magnitude of Quality Costs on the business and benefits of implementing a Cost of Quality System and develop a draft listing of the Quality Costs present within organization across the four cost categories.

To devise a system to identify, track, analyze and take action on Quality Cost data and use the tools that can support a Cost of Quality program and create an action plan to support the full implementation of Quality Cost system.

To be aware of Pitfalls.

Course Overview

Introduction to cost of quality (COQ)
Categories of COQ
Examples of COQ
Goal of a COQ System
Model of Optimum COQ
How to start a COQ program?
Pitfalls of COQ

Course Topic

1. **Introduction to cost of quality (COQ)**

2. **Categories of COQ:**
   - External Failure Cost
   - Internal Failure Cost
   - Appraisal/Inspection Cost
   - Prevention Cost The Seven Steps Approach

3. **Examples of COQ**
4. **Why is it important to track COQ?**
5. **Comparison to 6 Sigma**
6. **Goal of a COQ System**
7. **Model of Optimum COQ**
8. **How to start a COQ program?**
9. **Pitfalls of COQ**
10. **Methodology**
    - Lectures
    - Individual/group exercise
    - Discussions
    - Case studies

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