

B1 Cost of Quality Workshop



Purpose

This course is intended to give delegates an understanding of costs to the bottom line relating to poor quality applications.

Duration

2 days

Course content

- ◆ Empowers and guides middle management and employees to establishing the Cost of Quality (COQ)
- ◆ Price of Conformance (POC) and Price of Non Conformance (PONC)
- ◆ Identifying prevention costs
- ◆ Identifying internal and external failure costs
- ◆ An overview of Joseph Juran's Quality Trilogy
- ◆ Identifying chronic waste in organizations
- ◆ Hands on exercise to optimise a process
- ◆ COQ estimated that it could be as high as
 - 20% of sales in manufacturing organisations; and
 - 40% of sales in service or sales organisations

Benefits from attending

- ◆ give top management a feel for the extent of the COQ problem/opportunity reinforcing their commitment
- ◆ highlight the opportunity for improvement
- ◆ get employees looking critically at their own operations
- ◆ get employees to initiate the data collection process
- ◆ starts the quality improvement process moving forward