

Cost of Quality



B01

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