cost of Quality

COQ is a financial measure of the quality performance of an organisation. It is essentially a measure of lack of quality & can also be termed as cost of bad quality.

An organization’s main goal is to grow & maintain high quality goods/services. With a comprehensive understanding of the costs related to quality this goal can be achieved.

Contents

What is cost of quality

   History and definitions

Why COQ?

Hard and soft costs

   Appraisal cost
   Prevention cost
   Failure costs

   Internal costs
   External costs

Linkage with other techniques

Methods and tools to improve COQ

Applicability and benefits

Take Away

Participants will understand the concept & reasoning behind COQ. Participants would become more aware of need of improving COQ performance in their work area.

Objectives

Understand Cost of Quality concept

Understand ways to improve COQ performance

Who should attend?

Middle level
Senior level

What is the duration?

1 day, 2 days, 3 days, 3 ½ days

choose duration

Interaction language

English, Hindi/ English

Methodology

Multimedia Presentation
Lecture
Facilitated Discussion
Group exercise
Individual Exercise
Study material
Games
Q & A
Quiz

Learning Solutions

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To benefit from this training workshop as an organization or, an individual or, a group, please contact us.

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