

Costs of Quality Workshop

Historically, costs related to quality can be in the range of 20 to 40 percent of sales. In this 4-hour workshop, you will learn how to categorize and control quality costs. You will also learn where your efforts should be focused so that costs of nonconformance can be reduced to improve productivity & profitability. Metrics will be introduced for inclusion in management dashboard to monitor the overall performance of the company.



Who Should Attend?

Managers at all levels who are interested in understanding quality costs. Project Managers / Engineers, Quality Professionals who initiate continuous improvement and waste reduction programs. Accountants may also find this valuable.

Outline

- > Overview of Quality Costs
- > Goals of Quality Cost System
- > Quality Loss Function (QLF)
- > Management of Quality Costs
- > Categories of Quality Costs
 - (1) Prevention
 - (2) Appraisal
 - (3) Internal Failure
 - (4) External Failure
- > Quality Cost Program – Implementation Issues
- > Quality Costs and Suppliers
- > Quality Improvement Initiatives – A driver for reducing quality costs

Contact us for a quote to bring this workshop on-site



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