Cost of Quality

Cost of Good Quality
- Prevention
  - APQP
  - FMEA
  - FTA
  - Process Capability
  - Variation Reduction
  - Lessons Learned
  - Education / Training
- Appraisal Costs
  - Incoming Inspection
  - In-process Inspection
  - Final Inspection
  - Calibration
  - Auditing
  - Registration Costs
- Problem / Cause Preventive Action

Cost of Poor Quality
- Internal Failure
  - Process Delay
  - Rework
  - Scrap
  - Retest / Validation
  - 8D / RCA / CAPA
  - Downtime
  - Loss of Capacity
- External Failure
  - Customer Returns
  - Warranty
  - Loss of Customer Sales
  - Sort & Repair at Customer
  - Lower Quality Scores
- Problem Solving / Corrective Action

Problem / Cause Detection

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