



Quality-One International

Cost of Quality Course Outline

- Introduction to Cost of Quality
- Cost of Quality Origin
- How is Cost of Quality Measured
 - Key Performance Indicator
 - Measures
 - Metrics
- Cost of Non Quality
 - Culture of Failure
 - Dependence of Detection
 - Failure Costs
 - External / Internal
 - Appraisal Costs
 - Culture of Inspection vs. Prevention
 - Inspection Types
 - Receiving
 - In-process
 - Final
- Reducing High Cost of Non Quality
- Corrective Actions Against High Costs
 - Root Cause Analysis (RCA)
 - Kaizen Overview
- Costs of Good Quality
 - Prevention Costs
 - Advanced Product Quality Planning (APQP)
 - Failure Mode and Effects Analysis (FMEA)
 - Preventive Action
 - Statistical Stability
 - Prediction / Process Capability