

# **COST OF QUALITY**

## **COURSE FEES: 321 (MEMBERS) \$353.10 (NON-MEMBERS)**

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#### Course Introduction

Quality has become a key strategy to ensure competitiveness in the local and international market. To remain competitive in the face of mounting quality costs and consumer demands, it becomes necessary for companies to establish effective systems of reviewing quality costs and profits. This training aims to discuss with participants the approach towards costs and profits of quality based on experiences of the industries. Discussion would include addressing to such questions as;

Does Quality cost really an important component of the sales turnover? If not, what are the real figures and how should we present them to accounts and other company executives especially to the top management? How to balance the avoidable and unavoidable costs? How should we present the information to those on the shop floor and at the supervisory level?

#### Course Objectives

- How to organize the efforts for COQ implementation
- Understand COQ concepts and practices
- How to measure COQ in an actual work process flow
- How to monitor, generate a report, analyze data and make decision

#### Course Outline

1. The introduction of the traditional cost concept
2. Quality cost accounting system approach
3. Categories of quality cost metrics
4. Typical quality cost responsibilities
5. Steps to quality cost Improvements
6. Goals of quality cost system
7. Classical model of optimum quality cost
8. Strategy for reducing quality cost

9. Six Sigma Business Models- COQ project
10. Management of quality cost system
11. Examples of PAF cost (Prevention, Appraisal & Failure cost)
12. Examples of quality cost base
13. Quality cost Trend Analysis
14. Implementing of the quality cost program
15. Benefit of quality cost reduction
16. Class discussions on deployment of quality improvement programs;

#### *The start of a COQ Improvement Cycle*

- Organizing COQ effort
- Obtain the quality cost metrics
- Development plans for improving quality and reducing costs
- Implementation of Improvement plans
- Assess the gains and learn from experience: Start again

#### *The end of an Improvement cycle and the beginning of the next cycle*

#### Who Should Attend

This course is suitable and benefit to anyone involved the cost of quality and also particularly for individual that is responsible for the profitability of the company or managing a quality system.

Course Dates ( 9 am – 5 pm ) Daily  
01 & 02 Sept 2009

#### Course Fees

S\$ 321 (SQI Member)  
S\$ 353.10 (Non-Member)  
Inclusive of 7% GST. (Course fees include training materials, certificate and light refreshments)

#### Venue

SQI, 66 Tannery Lane #06-07, Sindo Bldg, S'pore 347805

Reservation: Contact Jeffrey Tan  
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