

Cost of Quality Course Outline

Lesson 1 | Why Measure COQ

- Understand the value of measuring and tracking Cost of Quality.
- Acknowledge and recognize "hidden" Costs of Quality.
- Understand the PAF Model for measuring COQ.
- Realize the significance Prevention activities play when striving to reduce COQ.

Lesson 2 | Calculating Cost of Quality

- Recognize the importance of gaining commitment for a COQ effort from Process Owners.
- Realize the value of involving the Financial Department right at the start.
- Understand the sources of data for COQ measures.
- Be able to group COQ data into appropriate PAF categories.

Lesson 3 | Using Approximation Values

- Know how to use "Approximation Values" for COQ inputs.
- Be able to calculate Cost of Quality for each of the PAF categories and convert those inputs into COQ %.
- Understand how to develop a COQ Reporting and Tracking System.

Lesson 4 | Reducing COQ

- Understand how to effectively track COQ performance.
- Be aware of the need to use data to prioritize improvement targets.
- Realize the importance of addressing the root cause or source of problems.
- Be able to apply the PDCA cycle to COQ efforts.

Lesson 5 | COQ Tips

- Be aware of tips that can help improve and sustain a COQ initiative.

Challenge

- An assessment of the learner's progress in this course.