

# Introduction to COQ 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.

## Lesson 2 | Calculating COQ

- Recognize the importance of gaining commitment for a COQ effort from Process Owners and the value of involving the Financial Department right at the start.
- Be aware of potential sources of data for COQ measures.
- Be familiar with how COQ data is grouped into appropriate PAF categories.
- Understand why "Approximation Values" are used to quantify COQ inputs. Recognize how to a COQ Reporting and Tracking System works.

## Challenge

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