

Cost of Quality

Learn the complete mechanism to identify, monitor, and reduce the cost of quality of your organization

Introduction

Cost of Quality is a methodology used by organizations to show the financial impact of the quality activities conducted or the effect of poor quality on the profitability of an organization.

Cost of quality segregates the various components involved in quality activity and communicated the costs involved by good or poor quality in a language well understood by the top management; the dollar value.

Objectives

By the end of the session, you would be able to:

- Demonstrate the importance of preventing quality failure.
- Discover the link among quality, productivity and profit.
- Be aware on the danger of compromising on quality to achieve higher output.
- Display the impact of low quality to productivity.
- Identify the categories involved in calculating cost of quality.
- Discover steps to set-up/initiate a cost of quality monitoring system.
- Find out that the cost involved to prevent an error is much cheaper than the cost of correcting the error.
- Learn method to communicate cost of quality to top management.
- Learn ways to obtain buy-in from colleagues and top management for you quality projects through projecting cost of quality calculation.
- Educate your team members on the importance of good quality to data presentation on cost of quality.
- Extend your professional skills and add your career value.

Learning Methodology

The course will be delivering through a combination of Metaphoric and Learning-By-Doing approach, where as the participants will be going through various simulation scenario which interact with the subject itself. At each stage, the participants will need to exercise the skills that been taught and practice them to self-develop their level of skills.

Active learning activities are included to allow participants to engage actively in the learning process. Besides that, leading the participants through these activities will enable better understanding on the concepts. The active learning activities are such as: Group discussions, Case studies, Interactive storytelling, Team Experiential Learning, and Brainstorming.

Who Should Attend

Factory / QA / Production managers, executives, engineers, supervisors, and anyone who would be involved in managing cost and productivity for the organization are encouraged to attend this session.

Program Outline

Module 1 - The Economics of Quality - Clarify the misconception that quality activity costs money, and the cost of absence of quality.

Module 2: The Goals of a Quality Cost System - Learn what we can achieve through implementing cost of quality study.

Module 3: Effects of Poor Quality on an Organization - Recognize the chain reaction caused by poor quality.

Module 4: Categories of Quality Cost - Distinguish the different categories, activities related to quality cost, and where priority is to be given.
** Activity: Segregate the activities given based on categories of cost of quality.*

Module 5: Initiating a Cost of Quality Program at Workplace - Learn the steps to set-up a cost of quality tracking system.

Module 6: Establishing and Tracking Measurements - Identify the current activities that involved in cost of quality program.

Module 7: Activity-Based Costing - Discover techniques to segregate the actual cost incurred based on activity, and the means to lower the cost.

Module 8: Quality Cost Summary and Analysis - Explore the ways to summarize quality cost (by company, project, department and etc), and the appropriate measurement base to compare cost of quality; Determine the linear relationship between cost of quality and measurement base, and the link between the variables of cost of quality.

Module 9: Reporting and Using Cost of Quality - The suitable methods to use for reporting the cost of quality to different level of management; The scorecard system for top management; and using cost of quality as a budgeting tool.

Module 10: Quality Improvement and Reducing Cost of Quality - Some tips & techniques to improve quality issues, and reduce cost.

Module 11: Common Issues Faced - A look at the common challenges face in the workplace while initiating cost of quality and creating awareness on importance of good quality.

The Expert Profile

Madam Kalpana, a BSc Chemistry (Hons) Graduate from University of Malaya and a Certified Quality Engineer from American Society for Quality, **Mdm. Kalpana** is a vibrant individual with deep passion for educating and enlightening individuals with sound knowledge which will transform their careers in specific and life in general.

Previously, **Mdm. Kalpana** had held the position as a Quality Assurance Manager in a multinational organization in the semiconductor industry. Throughout her tenure in the manufacturing industry, **Mdm. Kalpana** has extensive experience in successfully implementing various quality and productivity improvement activities such as SPC, QCC, FMEA, DOE, records management, customer and supplier audits, handling customer complaints, problem solving, process improvement activities and many more.

She has also successfully lead her organizations in various certification and customer audit, enabling her organization to increase their clientele and business.

Mdm. Kalpana also led the new product development team and improved the cycle time of the prototype manufacturing lead time from 12 weeks to 6 weeks through effective project management and improved the sales of the organization.

Mdm. Kalpana has a vast clientele ranging from various manufacturing and service industries. She is very hands-on in her trainings and shares the practical and technical know how with her participants.

Mdm. Kalpana was also recently honoured as she was chosen to serve as a judge for the prestigious International Team Excellence Award, a prestigious award conferred to deserving organizations by American Society for Quality, in Philadelphia, Pennsylvania in October 2009. It was an honour for Malaysia as she was the only participating judge from the Asea Pacific Region.



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Workshop * Fees includes workshop materials, refreshment, lunch and certificate of attendance but excludes Bank charges & VAT per payment

Session	Date	Location	Normal Fees	Early-Bird Due Date
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Discount	Early Bird Registration <input type="checkbox"/> 5%			
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Schedule

08:30 Registration
09:00 Workshop Begins
10:30 Coffee & Networking
10:45 Workshop Resumes
13:00 Networking Luncheon
14:00 Workshop Resumes
15:30 Coffee & Networking
15:45 Workshop Resumes
17:00 Workshop Ends

Organization Details

Organization Name _____

Address _____

Tel _____ Fax _____

Participant Details

Name	Job Title	Email	Direct Line
1.			
2.			
3.			

The invoice should be directed to

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