

Understanding the Cost of Poor Quality Guide for Understanding, Identification, and Prioritization (CQI-22)



Course Duration: 2 Days - 8 Hours/day

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Seminar Content

This two-day seminar is intended to provide participants with an overview and understanding of CQI-22, Cost of Poor Quality Guide, which, along with internationally recognized quality management system standards and customer-specific requirements, defines the fundamental requirements for creating a culture of quality. The goal of the Cost of Poor Quality Guide is for an organization to decrease their quality financial risks through improved decision making towards continual improvement, defect prevention, and the reduction of waste.

Learning Objectives

- Understand the Cost of Poor Quality Guide
- Learn how to identify problems and the associated cost of poor quality
- Calculate and quantify the costs quality
- Prioritization and targeting items for actions
- How to use the data and perform an internal cost of poor quality evaluations.

Seminar Outline

- Introduction and Overview
- Chapter 1: Introduction to Cost of Poor Quality
- Chapter 2: Identification of CoPQ
- **Breakout Exercise 1: Identifying Problems**
- **Breakout Exercise 2: Detection or Prevention**
- Chapter 3: Quantification of CoPQ

- **Breakout Exercise 3: Identifying Extended and Hidden costs.**
- Chapter 4: Calculation Methods
- **Breakout Exercise 4: Using the 5 Methods for Calculating COPQ**
- Chapter 5: Prioritization
- **Breakout Exercise 5: Targeting for Action**
- Chapter 6: Using the Data
- Chapter 7: Conducting Evaluations
- External Evaluations
- Internal Evaluations
- **Breakout Exercise 6: Evaluation Scenarios**
- Chapter 8: Next Actions and Creating the Culture

Who Should Attend

All organizational team members involved in the Customer, Management, Production, or Support Processes would benefit from this seminar.

Seminar Materials

Each participant will receive a training manual and breakout exercise materials. A copy of CQI-22 may be provided upon request, with additional cost billed to the participant.

Pre-Requisite

Experience in defect cost analysis or cost/benefit analysis would be beneficial, but not required.

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