

1-Day Masterclass on

Improving Cost of Quality to Enhance Profitability

26th November 2024 | Taj Bangalore, Oppostire Bangalore Airport, Terminal 1

To survive in today's highly competitive market we will have to satisfy customers with Quality products and services at a price that represents the BEST value in the market. A key tool to help organizations achieve this goal is Cost of Quality (COQ). COQ is the cost of making sure that customers get top Quality products and services and the consequences when they do not. CII Institute of Quality brings to this exclusive 1-Day Masterclass on Cost of Quality to Improve Bottom Line

Objectives of COQ System



Measure costs of processes



Identify processes that include excessive waste and rework



Identify opportunities to reduce costs



Estimate savings by redesigning the processes



TOPICS COVERED

Linking Quality improvement to profits

- Background of Quality costs
- Evolution of Quality
- Linking Quality to Bottom Line

Cost of Quality and Definitions

- Definition & Objective
- Model
- Cost Structure & Cost of conformance
- Non-conformance
- Impact of Failure

Establishing CoQ baseline

- Different approaches
- Advantages and Disadvantages of approaches
- Starting a CoQ Programme
- Cost Driver Analysis

Cause & Effect in CoQ

- Cause and Effect Framework
- Relationship
- Short- Term CoQ
- Long-Term CoQ

Total Quality Management

- History
- Evolution
- Framework
- Principles
- Implementation
- Benefits

Various QC Techniques

- Introduction to 7 QC Tools
- Quality Definitions
- Improvement
- 7QC Tools & Application

Learning from the Programme

- Understand direct costs of Quality
- Understand hidden costs of Quality
- Understand how to make Quality cost study
- Define major categories of Quality costs
- Know how to conduct COQ assessments
- Use COQ to manage improvement projects

Benefits of the Programme

- Quantify the financial consequences of Quality problems
- Identify areas for Quality improvement and cost reduction
- Link Quality improvement efforts to the bottom line through cost reduction
- Make Quality improvement efforts accountable for tangible results in terms of cost reduction, higher sales and profits and productivity improvement



FACULTY

S Vasudevan

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S Vasudevan has 38+ years of experience in the industry in the field of Maintenance, Quality and Lean Management. At Savoir faire, he has managed and led more than 100+ assignments since 2007, across industry sectors including Discrete, Continuous Manufacturing, Core Engineering, and service sectors, specifically, like Food Processing, Automotive, freight logistics, Power, Lifting equipment, Pesticides, Valves, PP bags and Jewellery, in the areas of Cost excellence and Operational Excellence

An empaneled Lean Management Consultant, registered with National Production Council (NPC) and Quality Council of India (QCI), had managed MSME clusters across Maharashtra, Telangana, Andhra, Tamil Nadu, and Kerala. Have achieved a rare distinction of Best Performing Consulting Organisation award conferred by Asian Productivity Organization (APO) and Ministry of Micro, Small and medium enterprises, Government of India, for the contribution to Lean Manufacturing Competitiveness Scheme under NPC. QC and Lean Management trainer at Confederation of Indian Industry (CII, Vikhroli) and have been training people from Various Industries at their Factory site (On Site)



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