



*Training Course:
Quantification of Quality Losses & Costs*

*26 - 30 April 2027
Cape Town (South Africa)
DoubleTree by Hilton Cape Town - Upper Eastside*

Training Course: Quantification of Quality Losses & Costs

Training Course code: MA9358 From: 26 - 30 April 2027 Venue: Cape Town (South Africa) - DoubleTree by Hilton Cape Town - Upper Eastside Training Course Fees: 6350 € Euro

Introduction

In today's competitive environment, poor quality can significantly impact organizational performance through increased costs, inefficiencies, and customer dissatisfaction. Understanding and quantifying quality losses is essential for making informed decisions and driving continuous improvement.

This program, developed by [Global Horizon Training Center](#), provides participants with the tools and methodologies required to measure and analyze the Cost of Quality CoQ and identify hidden losses within processes. The course emphasizes linking quality performance to financial outcomes, enabling organizations to reduce waste, improve efficiency, and enhance profitability.

Participants will gain practical insights into evaluating quality-related costs, identifying improvement opportunities, and implementing strategies to minimize losses and maximize value.

Course Objectives

By the end of this program, participants will be able to:

- Understand the concept of Cost of Quality CoQ and quality losses
- Identify different categories of quality costs prevention, appraisal, failure
- Quantify internal and external failure costs
- Analyze the financial impact of poor quality
- Apply tools and techniques for measuring quality performance
- Link quality improvement initiatives to cost savings
- Develop strategies to reduce quality-related losses
- Enhance decision-making using quality cost data

Target Audience

This program is designed for:

- Quality Assurance and Quality Control Professionals
- Operations and Production Managers
- Continuous Improvement and Lean Teams
- Finance and Cost Control Professionals
- Process Improvement Specialists
- Engineers and Technical Staff
- Professionals involved in performance and quality management

Outline

Day 1: Foundations of Quality Costs

- Introduction to Quality Management Concepts
- Understanding Cost of Quality CoQ
- Categories of Quality Costs:
 - Prevention Costs
 - Appraisal Costs
 - Internal Failure Costs
 - External Failure Costs
- The Impact of Poor Quality on Business Performance
- Case Studies on Quality Losses

Day 2: Identifying and Measuring Quality Losses

- Identifying Sources of Quality Losses
- Data Collection Methods for Quality Costs
- Measuring Defects, Rework, and Waste
- Process Performance Metrics
- Linking Operational Data to Financial Impact
- Building Quality Cost Models

Day 3: Analysis of Quality Costs

- Analyzing Cost of Quality Data
- Pareto Analysis 80/20 Rule
- Root Cause Analysis of Quality Issues
- Trend Analysis and Performance Monitoring
- Benchmarking Quality Performance
- Identifying High-Impact Improvement Areas

Day 4: Reducing Quality Losses and Improving Performance

- Strategies to Reduce Failure Costs
- Investing in Prevention and Appraisal Activities
- Process Improvement Techniques Lean, Six Sigma Basics
- Standardization and Quality Control Measures
- Continuous Improvement Frameworks PDCA Cycle
- Case Studies on Cost Reduction

Day 5: Linking Quality to Financial Performance

- Integrating Quality Management with Financial Strategy
- Calculating Return on Quality ROQ
- Reporting Quality Costs to Management
- Building Business Cases for Quality Improvement
- Developing Action Plans for Reducing Quality Losses
- Practical Exercises and Applications

Registration form on the Training Course: Quantification of Quality Losses & Costs

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

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