

*To: All Members in NR*

**30<sup>th</sup> May 2022**

**ONE DAY TRAINING PROGRAMME ON  
Cost of Poor Quality (COPQ)  
AT  
ACMA OFFICE, MUNIRKA, NEW DELHI-110 067  
9.30 A.M.: TUESDAY 14<sup>th</sup> June 2022**

It has been our endeavor to provide valuable services to our members. In an effort to strengthen this further, ACMA (Northern Region) in organizing a **Training Program on COPQ from 09.30 a.m. to 5.30 p.m. physically at ACMA HO office.**

**Introduction and Course Overview**

**What is COPQ?**

Cost of poor quality (COPQ) is defined as the costs associated with providing poor quality products or services.

A company's COPQ is the total sum of the associated costs which are lost due to failure. This includes all waste and variation, overheads to fix the issue, rework costs, as well as lost opportunities such as churned customer or reputation damage.

Continuous quality improvement is a key factor in the strategy for competitiveness. Quality cost is one tool, among many others, that can help in continuous quality improvement. Properly applying quality cost techniques is critical to these efforts. Initially, a complete quality cost study could provide awareness and guidance to a steering committee on what cross-discipline teams and improvement projects should be started.

The Training schedule with contents is provided below:

1. Introduction
2. Definition- Cost of Quality!
3. What is cost of poor quality
4. Why measure COQ
5. How to calculate COPQ
6. Impact of Process/systems on COQ

7. How to find Quality Improvement Initiatives
8. Case Study :
9. Benefits of reducing COQ.
10. Investing in Prevention costs
11. Conclusion

### **Who should attend:**

Senior and middle management level persons of Production, Production Engineering; Quality Control, New Product Development and Supply Chain.

### **PARTICIPATION FEE DETAILS:**

| Category    | Amount                      | GST | Total Amount |
|-------------|-----------------------------|-----|--------------|
| Members     | Rs. 3,500/- per participant | 18% | Rs. 4,130/-  |
| Non-Members | Rs. 4,000/- per participant |     | Rs. 4,720/-  |

**Note:-** Companies has to pay the full payment in advance to register themselves for the program. No cancellation is acceptable only you can change the name of the participant. Hence invoice will be generated as per the nominations.

### **Online Payment Transaction -:** <https://www.acma.in/payment-online.php>

While making the payment please put 0000 (Zero) in Tax Invoice No. column while processing for the payment. Please mail us the screen shot of the payment to cross check it.

**Faculty: Faculty: Mr. Ankur Dhir** (Bachelor of Engineering in Electronics Engineering, MBA TQM, Certified Manager Business Excellence (ASQ), Certified Lean Practitioner, Certified

ZED Master Trainer, Lead Auditor QMS, EMS, OHSMS, ISMS,BCMS, Internal Auditor ISO 13485, IATF 16949, IRIS and Certified trainer for MFCA).

Mr. Dhir has 18 years of experience TQM, Productivity Improvement, Vendor Up-gradation, Implementation of Lean Manufacturing, Work Study (Time & Method Study), Production planning & control, System building, Implementation of KAIZEN, 5S systems, Low cost automation, ISO 9000, 14001, 18000, 27000, 22301 Implementation, Customer complaint handling, Initiating Quality Circles, PDCA cycle, etc.

Mr. Dhir is very Dynamic, Creative, Senior Management Professional from Auto Industry with Proven Expertise in Materials Engineering, Product Engineering & Manufacturing Processes.

The Confirmations can be sent-in through the attached “Reply Form”. We look forward to the participation of member companies in large numbers.

Sd. /-  
**Regional Secretary**

Circular No. ACMA/NR/202-23/02

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