

To: All Members in NR

19th March 2021

E-Certification Program On Cost of Poor Quality (COPQ)

Thursday, 27th May & Friday, 28th May 2021

Time - 10.00 a.m. to 1.00 p.m.

Online platform using WebEx

It has been our endeavor to provide valuable services to our members. In an effort to strengthen this further, ACMA (Northern Region) is organizing an **E-Certification Program on Cost of Poor Quality (COPQ)** which is scheduled for **Thursday, 27th May & Friday, 28th May 2021** using Cisco WebEx platform.

Introduction and Course Overview

The Cost of Poor Quality (COPQ) is the aggregate impact of an organization's errors and defects on the company. It includes costs associated with scrap, rework, inspection, data management, data collection, redesign, warranty claims, lawsuits, lost sales, loss of reputation, additional inventory, and any other expense that is incurred to make sure customers are not stuck with products that don't work.

Most organizations have a tendency to focus on the initial or visible 2%-4% of total cost (waste, rework, inspection costs, etc). What is not evident, but crucial is that the rest 10-20% of the hidden cost is not visible. So what most of the companies monitor is just the Tip of the Iceberg.

Schedule & Topics: Day 1 - Thursday, 27th May 2021

- 1-10-100 Rule
- Reactive vs Proactive
- Why should we improve our awareness about COPQ?
- What is COQ? / What is COPQ? / What is COGQ ?
- What are other elements of COQ?
- What are Good Costs and what are bad costs?

- Internal/External Failure Costs
- Appraisal Costs
- Prevention Costs
- Methodology to initiate COQ Model and Start capturing various Cost Elements and then prepare a Plan to reduce COQ.
 - CAPA
 - Root Cause Analysis - RCA - 5 Why

Methodology: We shall make a good use of the following during the workshop:

- Power Point Presentations
- Technical Videos
- Practical Examples
- Case Studies
- Practical Exercises

Benefits:

The participants will have a clear understanding of COQ and they will be able to apply the learning to reduce COQ in their respective areas.

Once the companies are able to calculate actual COQ and start monitoring on monthly basis; it would certainly lead to formation of Special Task Force (CFTs- Cross Functional Teams) and work towards reduction of COQ. This would ultimately lead to profit enhancement.

Who should attend:

Senior and middle management level persons of Production, Production Engineering; Quality Control, Supply Chain; HR; Finance; IT and Marketing.

PARTICIPATION FEE DETAILS:

| Category | Amount | GST | Total Amount |
|-------------|-----------------------------|-----|--------------|
| Members | Rs. 2,000/- per participant | 18% | Rs. 2,360/- |
| Non-Members | Rs. 3,000/- per participant | | Rs. 3,540/- |

Note:- Companies has to pay the full payment in advance to register themselves for the competition through payment link given below

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 - Mr. Ranjan Vasishtha B.E. (Mechanical), MBA

Mr. Ranjan Vasishtha, a Mechanical Engineer from BITS Pillani and an MBA in also holds Diploma in Management from IGNOU.

Mr. Vasishtha comes with over 42 years of rich experience in production, production engineering, supplier and dealer up-gradation and Training of Employees at all the levels. Ranjan has proven expertise in Lean manufacturing, kaizen and 5S and has been influential in helping many companies improve quality and increase levels of productivity using Lean Manufacturing System. He is empaneled as a Lean Manufacturing Consultant with NPC (National Productivity Council) and with QCI (Quality Council of India). Both these agencies are under MSME (Micro, Small and Medium Enterprises). He has experience and exposure at both India and Global level. He has worked with clients in India, Sri Lanka, Vietnam, Bangladesh and Europe.

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

Encl.: 1. Annexure I - Reply Form

Circular No. ACMA/NR/2020-21/Webinar

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