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# COST OF QUALITY

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Abstract:

This document describes a continuous improvement process.

Your Logo	Your Company Name	CAGE: Your#
		Cost of Quality

## REVISION LOG

Issue	Date	Comment	Author
0-0			

## DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

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## 1.0 Costs Related to Quality

### 1.1 Responsibility

The Quality Group has the lead responsibility for [REDACTED]

[REDACTED] The quality cost information is organized and summarized in four categories:

1-Prevention, 2-Appraisal, 3-Internal Failure, and 4-External Failure.

Quality cost data do not require 'to-the-penny-accuracy'. Hourly and salary Quality Group personnel record their time charges by the four categories.

### 1.2 Prevention Costs

The quality costs relative to the prevention category are those associated with [REDACTED]

### 1.3 Appraisal Costs

The quality costs relative to the appraisal category are those associated with [REDACTED]

### 1.4 Internal Failure Costs

The quality costs relative to the internal failure category are those associated with [REDACTED]

S.

### 1.5 External Failure Costs

The quality costs relative to the external failure category are those associated with [REDACTED]

### 1.6 Reports

Quality costs may be reported by category or by program, and may be summarized and compared to [REDACTED]

### 1.7 Cost of Quality Evaluation

The Quality Group has lead responsibility for evaluating the quality cost reports, which may be used to initiate CAB directives. Management periodically reviews the Costs of Quality to determine [REDACTED]

CAB=Corrective Action Board

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## Cost of Quality Data

Frank	1/4	8	3			5	2.5	1	1
Michelle	1/4	5.5		4.5	4.5				13.5
Wanda	1/4			1	6.25				24.75
Mary	1/4				3.75				
Hannelore	1/4				1	4			27.5
Suzy	1/4			3.5		21.5			7
Melinda	1/4								32
Debra	1/4								33
Chantal	1/4				12				19
Susan	1/4			32					
Laura	1/4							32	
Judith	1/4								
Tiffany	1/4			32.25					
Test-Lab	1/4								
Frank	1/11	16					16		4
Michelle	1/11			4	1.5	2			33
Wanda	1/11			2.5	20.25				16.75
Mary	1/11								4.5
Hannelore	1/11				10	1.5			28.5
Suzy	1/11					26.5			2
Melinda	1/11								40
Debra	1/11								43.5
Chantal	1/11					6			34
Susan	1/11			36.75					
Laura	1/11							40.5	
Judith	1/11								
Tiffany	1/11			41					
Test-Lab	1/11								
Frank	1/18	3.5		3.5		12.5	2.5	2	
Michelle	1/18			6.25					28.25
Wanda	1/18			4.75	28.25	2.5			4.5
Mary	1/18	15		4		19.5			0.5
Hannelore	1/18			2.75	8.25	2.25			26.75
Suzy	1/18			2.5					29.5

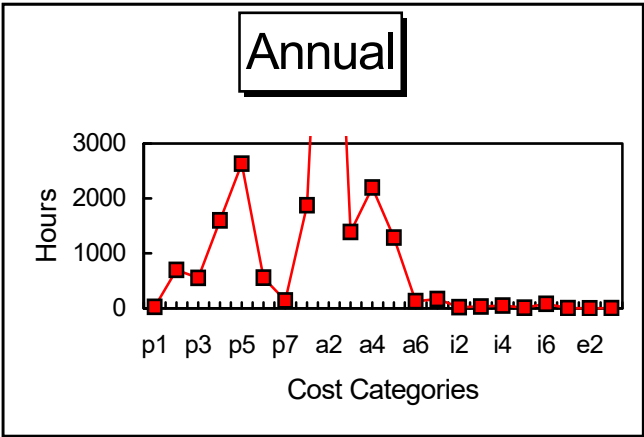
Sample portion of Excel spreadsheet



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Cost of Quality Graphs

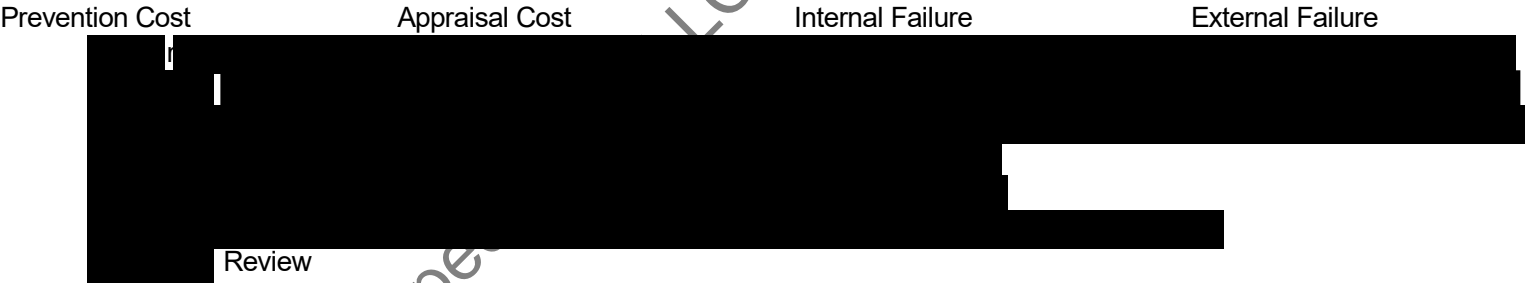
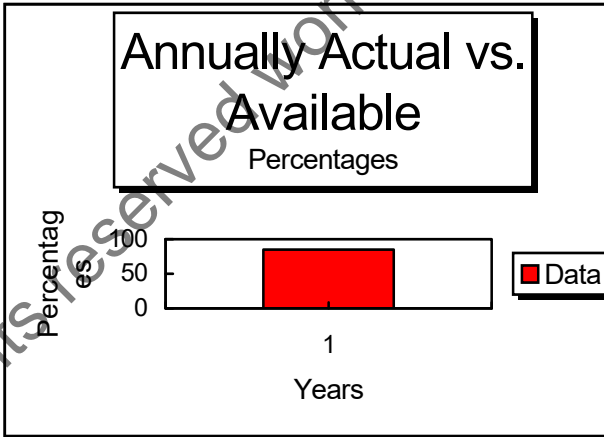
COST CATEGORIES



a2=10000 hrs

PERCENTAGES

Year1



Sample portion of Excel spreadsheet