

One Day Workshop ConQ: Cost of Non Quality



We all know it, every company has some hidden costs: it's the price we pay for lack of quality. We often take it for granted, but did you know that elimination of these costs of non quality can save you at least 10%? That the average throughput time can become 30-50% shorter? And that production output can rise more than 15%? Well, if you do, you also know that learning how to reduce your cost of non quality is of the utmost importance for you and your company.

**Increase quality
by reducing costs**

Register: www.holland-innovative.nl

The purpose of the workshop

Holland Innovative offers you a one day workshop to give you all the insights you need to attack your company's cost of non quality. This is a hands-on course in which we focus on general as well as your specific cases and also give you the theoretical fundament to use after the training.

Course duration and number of participants 1 Day from 9.00 to 17.00. Maximum group size: 12 participants.

Instructors Ir. Ron Kamp, Evert-Jan van Donkelaar BSc, MMI.

Location and investment Holland Innovative, High Tech Campus 29, Eindhoven. The investment is € 725,- (ex VAT) per participant. This includes the workshop, a syllabus of the course material, lunch and refreshments. The training can also be given in-company. The training can be tailored to the requirements and wishes of the company.

Dates, registration and more info See www.holland-innovative.nl under Academy.

Contact HI Team Academy, tel. +31 40 85 14 611, academy@holland-innovative.nl

Two sorts of CoNQ

1. Internal CoNQ:

These are the costs resulting from insufficient product quality found before delivery to the customer. The CoNQ is related to waste as a result of inadequate industrial capabilities or non-conformities to commercial specifications that are identified before the product reaches the customer/consumer. Typically, these costs are incurred by manufacturing organizations.

2. External CoNQ:

These are the costs resulting from insufficient product quality found after delivery to the customer. Included are all costs related to resolving product quality complaints (claims), such as free-of-charge deliveries or credit notes, consumer call centre costs and other third party related costs.

What will we do?

In only one day we offer you the tools and insights you need to determine where the cost of non quality can be found within your company and, more importantly, what you can do about it. You will be given the skills to see for yourself how you can find the existing costs of non quality and how to prevent new ones.

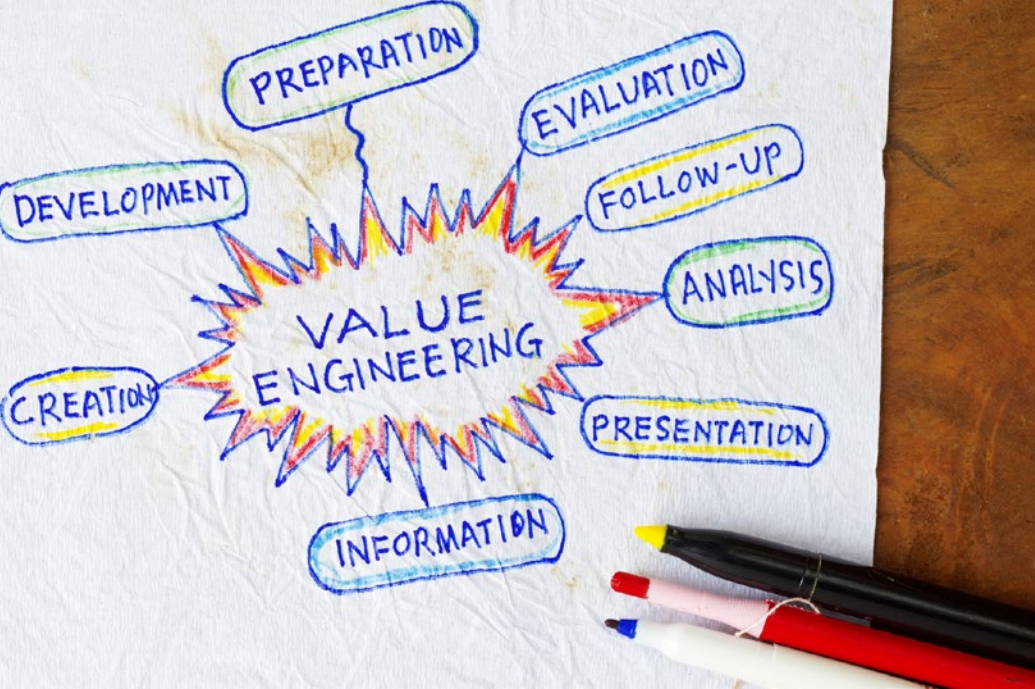


Headquarters
High Tech Campus 29
NL - 5656 AE Eindhoven

T +31 40 85 14 611
E academy@holland-innovative.nl
W www.holland-innovative.nl



Focus on complex business processes



For whom?

This training is designed for the high tech manufacturing industry but can be relevant for all employees concerned about fighting the cost of non quality. We will adapt the training to the specific needs of the applicants.

You Instructor

Ron Kamp is an experienced quality manager and has written the course exclusively for Holland Innovative. He will use existing techniques and programmes like Green Belt and Six Sigma but will also dig into value engineering and value analysis to get you on the level you need to have to tackle your own CoNQ-problems.

Contents of CoNQ training

- What is CoNQ
- Value: value engineering and value analysis including VOC, VOB, CTQ flow down
- Costs (SIPOC, spare parts, other costs)
- Waste reduction
- Organisation
- Examples
- Exercises



The **Holland Innovative House**: ■ ■ ■ core ■ results ■ enablers

Holland Innovative BV:

- For solutions in project management, product & process development and improvement, and reliability
- 40 professionals with an experience level of more than 20 years
- Market areas: HighTech, Automotive, Solar & Energy, MedTech, Agro & Food

