



QUALITY, ISO STANDARDS AND AUDITING

Cost of Quality and Quality Improvement Economics

5 day course

Classroom, online or in-house

Course overview

Scrap, rework, warranty claims and overtime spent firefighting rarely appear on one line of the management accounts, so the true price of poor quality stays hidden. Delegates learn to find it and put a figure on it. The course works through the prevention, appraisal, internal failure and external failure model, then the hidden costs that sit in lost capacity, expediting, penalties and customer goodwill. Delegates build a cost of quality ledger with the finance function, choose allocation rules, set up monthly reporting and use Pareto analysis to rank where the money leaks. Business cases for improvement projects follow, with payback, net present value and the trade off between prevention spend and failure cost. Delegates leave able to measure and report quality costs in currency that executives act on, and to justify improvement budgets with evidence rather than opinion.

What you will learn

- Classify quality costs into prevention, appraisal, internal failure and external failure
- Identify hidden failure costs in capacity, expediting and lost customers
- Design a cost of quality ledger with the finance function
- Select allocation rules that make reported figures credible
- Calculate quality cost ratios against sales, output and value added
- Interpret Pareto analysis to rank the largest sources of loss
- Evaluate improvement projects using payback and net present value
- Present quality cost reports that drive executive decisions

Who should attend

- Quality managers and engineers
- Management accountants and cost controllers
- Operations and plant managers
- Improvement project leaders who need to justify budgets
- General managers reviewing quality performance

Course outline

- 01 The hidden price of poor quality
- 02 The prevention, appraisal and failure model
- 03 Hidden and intangible failure costs
- 04 Building the ledger with finance
- 05 Allocation rules and data sources
- 06 Ratios, trends and monthly reporting
- 07 Pareto ranking of losses
- 08 Business cases for improvement projects
- 09 Reporting to executives

Upcoming dates



Dates	Venue	Format	Fee per delegate
19 to 23 October 2026	Kampala, Uganda	Classroom	USD 1,325
16 to 20 November 2026	Lusaka, Zambia	Classroom	USD 1,325
28 December 2026 to 1 January 2027	Harare, Zimbabwe	Classroom	USD 1,325
4 to 8 January 2027	Johannesburg, South Africa	Classroom	R19,950

Fees and how to register

This 5 day course is **R8,500** per delegate online, **R19,950** in the classroom in South Africa, Botswana, Namibia, Lesotho and Eswatini, and **USD 1,325** in the classroom elsewhere in Africa. In-house training is quotation on request. Book 2 or more delegates on this course and save 10%.

To register or request an in-house proposal, visit www.afrisciencegroup.com, email info@afriScience.co.za, or WhatsApp us on **+27 63 479 1136**.

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