

TRAINING AND EDUCATION: COST OF POOR QUALITY (CoPQ)



NSF International services in training and education provide cutting-edge, innovative and dynamic training and education on contemporary topics of interest and value to our clients. Our staff of industry experts with real-world experience combines global regulatory knowledge with industry best practices to help clients increase their knowledge and implement pragmatic solutions to improve and enhance their operations.

WHAT CAN POOR QUALITY COST YOU?

The Cost of Poor Quality (CoPQ) course has been designed to assist the pharma biotech industry in identifying, quantifying, improving and/or eliminating failure costs that are limiting their potential to drive innovation, improve operations, reduce unnecessary costs, enhance their quality product profile and comply with regulations. It is designed to attract interest from cross-functional team members from middle management to senior leaders, roles that are critical in the support and successful implementation of strategic and operational aspects of this process.

The two-day course helps attendees to:

- > Understand the different costs associated with quality management (e.g. assessment, prevention and failure)
- > Grasp the value of measuring and improving cost, with particular emphasis on external and internal failure cost
- > Comprehend the strategic and operational aspects related to implementing a successful CoPQ process across the supply chain
- > Learn techniques, approaches and other considerations when implementing a CoPQ process
- > Avoid common pitfalls and obstacles when implementing a CoPQ process
- > Integrate CoPQ metrics as part of the QMS management effort



WHAT YOU'LL LEARN

DAY 1: Attendees will be introduced to the different quality-related costs and their classification with an emphasis on understanding and prioritizing focus and improvement initiatives on failure cost both externally and internally.

Additionally, we'll cover the strategic and operational aspects of a successful CoPQ implementation.

Specifically, attendees will be provided with information and practical tips on how to assess the culture/climate and how to perform an effective key stakeholder assessment to ensure a successful implementation. Lectures, discussions and case studies will also guide attendees on approaches to successful implementation of a CoPQ process across the supply chain.

DAY 2: Attendees will be provided with examples of real-world experience in implementation of CoPQ processes and information on techniques and approaches to avoid some of the more common and/or impactful obstacles and pitfalls that can derail successful implementation.

Attendees will also learn how to integrate CoPQ metrics as a valuable component of the check-act process for their quality management systems (QMS). Additionally, attendees will be provided with information on how best to conduct effectiveness checks and measure impact of the CoPQ on overall process/product quality performance and overall operational quality improvement.

OUR TRAINING AND EDUCATION SERVICES

We provide training and education services to pharmaceutical, biologics and biotech companies and offer training and education that meets the most pressing and current topics in the industry. We ensure the quality and sustainability of our educational services by ensuring that our courses include lectures, team work, case studies and discussions that engage course attendees.

Our training and education services are designed to build capability and ensure that course attendees are provided with pragmatic, effective and powerful tools and tactics so that they can leverage their ability to influence their organization and serve as change agents to drive innovation and continuous improvement.

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