

How to Measure Cost of Quality

- Stakeholder Analysis (current vs. desired level of commitment)
- Procedural Adherence
- VA (Value Added) and NVA (None Value Added) Analysis
- VSM (Value Stream Mapping)
- SIPOC (Supplier, Inputs, Product, Outputs, Customer)
- Voice of the Customer (VOC) Matrix
- Root Cause Analysis
- Pareto Chart

Also

- Interviews, surveys, DPMO (Defects Per Million Opportunities), Statistical Analysis of Data Collected, process chart, process capability, critical inputs