

Fundamentals of Quality Management Systems

Cost of Quality

Where do you fit, in terms of cost of quality? The cost of quality is more than a management tool. It's a mindset that should be adopted at every operational level of a laboratory. The implications and cost associated with poor quality, or no quality, create ripple effects well beyond the walls of your laboratory. Adopting a cost of quality mindset helps improve all laboratory operations, which include reducing processing and testing errors and decreasing avoidable expenses that result from having to repeat the work. A laboratory pays for prevention once; however, it pays many times over to resolve recurring problems. What is the financial impact of quality for a laboratory? How do we know if it is money well spent? While there are costs associated with quality implementation, there are also costs associated with poor quality or not having quality at all. If you add up the cost of good quality and poor quality, you will get the total cost of quality.