



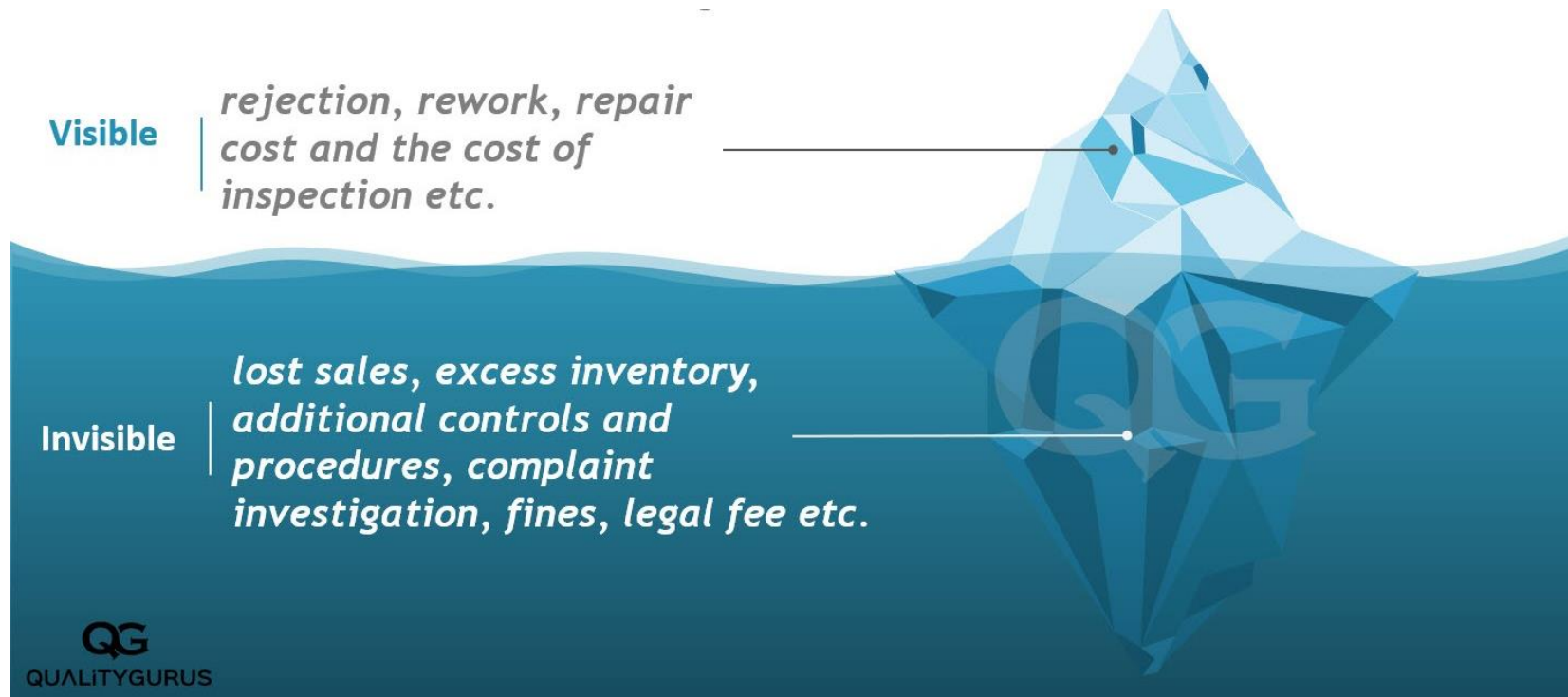
# QUALITY COSTS

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Course : Total Quality Management

**19ME514**  
**Unit -1 Introduction**  
**III Year /V Semester**  
**Mechanical Engineering**

# TOPIC OF THE DAY





# TYPES OF QUALITY COSTS

1. Cost of prevention
2. Cost of appraisal
3. Cost of internal failure
4. Cost of external failure

# CONTI...

<b>Prevention costs.</b>	Costs of preparing and implementing a quality plan.
<b>Appraisal costs.</b>	Costs of testing, evaluating, and inspecting quality.
<b>Internal failure costs.</b>	Costs of scrap, rework, and material losses.
<b>External failure costs.</b>	Costs of failure at customer site, including returns, repairs, and recalls.



# SOLUTION TO CONTROL THE COST OF QUALITY

= Early detection/prevention

