



# **Cost, Quality and Productivity Improvement Training Course**

29 August – 2 September 2027  
Geneva

## Cost, Quality and Productivity Improvement Training Course

**Ref:** 1090\_180460 **Date:** 29 August – 2 September 2027 **Location:** Geneva **Fees:** 6200 Euro

### Overview

Cost, Quality and Productivity Improvement Training Course is a one-week advanced course for finance, quality, operations, production, and improvement professionals, who leave with a Cost-Quality-Productivity Improvement Case. Participants connect financial losses, process variation, resource use, customer requirements, and operating constraints to select measurable interventions and verify benefits. The course establishes shared evidence, governance, and control routines for sustained improvement. Agile Leaders Training Center develops cross-functional cost, quality, and productivity capability.

### Who Should Attend

- Finance teams quantifying operating losses and validating improvement benefits
- Quality teams managing defects, conformance, and corrective action
- Operations leaders responsible for flow, capacity, output, and service
- Production managers controlling resources, downtime, and process performance
- Improvement professionals coordinating diagnosis, experiments, and sustainment

The course assumes participants already interpret operational and financial performance data, and it leaves out procurement-only savings, introductory accounting, and Lean or Six Sigma certification preparation.

### Departments and Industries

The course supports functions and sectors where quality losses, process delays, resource consumption, and capacity constraints affect cost and output.



- Finance, management accounting, cost control, and business partnering
- Quality, operational excellence, production, maintenance, and engineering
- Manufacturing, logistics, distribution, and utilities
- Healthcare, financial services, technology, and telecommunications
- Shared services, customer operations, and professional services

## **Learning Objectives**

By the end of this course, participants will be able to:

- Analyze cost, quality, productivity, and capacity losses
- Use process maps and KPI definitions to locate constraints
- Build a cost of quality and waste baseline
- Prioritize improvement options by impact, effort, and risk
- Evaluate interventions through benefit and control evidence
- Build a Cost-Quality-Productivity Improvement Case



## **Course Agenda**

### **Day 1: Integrated Performance Baseline**

- Cost-Quality-Productivity Driver Map
- Process Boundary and Stakeholder Definition
- ISO 9001:2026 Process Approach
- Labor and Multifactor Productivity Measures
- Operational Data Quality Checklist

### **Day 2: Quality Loss and Cost Diagnosis**

- Prevention-Appraisal-Failure Cost Model
- Cost of Poor Quality Register
- Defect, Rework, Delay, and Complaint Costing
- Root Cause Evidence Tree
- Quality Loss Financial Bridge



### **Day 3: Process Flow and Productivity Constraints**

- Current-State Value Stream Map
- Waste, Queue, and Handoff Analysis
- Capacity and Bottleneck Load Profile
- ISO 22400 KPI Definition Sheet
- Utilization, Throughput, and Lead-Time Balance

### **Day 4: Improvement Portfolio and Controls**

- Impact-Effort-Risk Prioritization Matrix
- Future-State Process Design
- Benefit Hypothesis and Validation Plan
- Improvement Governance and Decision Rights
- Control Plan and Response Thresholds

### **Day 5: Cost, Quality and Productivity Practice**

- Exercise: Quantify a Cost of Poor Quality Baseline
- Exercise: Diagnose Flow and Capacity Constraints
- Exercise: Compare Improvement Intervention Cases
- Exercise: Design Benefit and Sustainment Controls
- Capstone Exercise: Cost-Quality-Productivity Improvement Case



## Practical Exercises

Suggested activities connect financial evidence, process performance, quality losses, resource use, and sustained controls.

- Suggested activity: classify prevention, appraisal, internal failure, and external failure costs
- Suggested activity: map a service or production flow and expose delays, rework, and bottlenecks
- Suggested activity: rank improvement options by impact, effort, risk, and evidence quality
- Suggested activity: define benefit measures, owners, thresholds, and control responses

## FAQs

### **Who suits cost, quality and productivity improvement training, and what does it assume?**

Finance, quality, operations, production, and improvement professionals suit the training. It assumes they can interpret operating and financial data and participate in cross-functional process decisions.

### **How does cost, quality and productivity improvement differ from Lean certification training?**

Cost, quality and productivity improvement integrates financial, quality, and productivity evidence to select and govern interventions; Lean certification training follows a credential-specific body of knowledge and assessment path.

### **What is cost of poor quality in productivity improvement?**

Cost of poor quality captures internal and external failure losses such as scrap, rework, delays, complaints, returns, and service recovery, creating a financial basis for improvement choices.

### **How should productivity improvement be measured?**

Productivity improvement should compare defined outputs with labor, capital, time, or combined inputs, while checking quality, demand, and process boundaries so apparent gains do not conceal deterioration elsewhere.



## **Why are control plans needed after quality and productivity improvement?**

Control plans define measures, owners, thresholds, response actions, and review routines so teams detect drift, verify benefits, and retain the improved way of working.

## **Conclusion**

Participants take back a Cost-Quality-Productivity Improvement Case containing baselines, quality-cost analysis, process maps, constraint profiles, KPI definitions, prioritized interventions, benefit tests, governance, and controls. The case creates a shared basis for finance and operations decisions. It supports improvements that remain measurable after implementation.