

## **Implementation of Costs of Quality and Six sigma in a Small Scale Industry**

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### **Abstract**

COQ (Cost of quality) is a financial measure of the quality performance of an enterprise. It can identify the financial effect of lack of quality. This is a case study for the implementation of costs of quality and six sigma in a small scale industry. It will show how one can correlate the quality level with a company's bottom-line? Specific company details for the case study will be presented and improvement opportunities will be identified. It can be useful from shop floor to management level. It provides a set of standard measure across the organizations as well as inter-organization. Three specific areas will be presented for this costs of quality as part of the Total Quality Management (TQM) approach.

### **Biography**

Rathindra Nath De is a faculty member at the Mechanical Engineering Department of Bengal Engineering and Science University, Shibpur, West Bengal, India. Mr. Nath De has 26 years Industrial experience as Head of Quality Assurance department and M.R. of a globally reputed multinational company's Rotating division from 1984. He has through knowledge on Materials, ISO 9000 Series, Process capability, Quality costs, 5S. Rathindra is a certified Lead Auditor for ISO 9000: 2000. He trained on materials and Quality System requirement, 5S, Dynamic Balancing of 2 Pole Motors, Painting Process. Rathindra earned B.E. in Mechanical Engineering in 1975 and M.E in Mechanical Engineering in 1979 with specialization in Industrial Engineering and Operations Research.