



Cost of Quality Worksheet

Function/ department	% of time spent dealing with problems and doing stuff more than once (A)	Salary and benefit costs for the department (B)	Problem Cost (Size of the opportunity) (A) x (B)	More productive tasks this department would do if they were not busy with less productive tasks
Senior Management				
Sales				
Customer Service				
Engineering				
Operations/ Manufacturing				
Purchasing				
Human Resources				
Other Administration (Accounting, etc.)				