



Cost of Poor Quality Worksheet

Internal Costs	Instances	Cost per Instance	Line Total
Scrap			
Rework			
Analysis of Failures			
Supplier Nonconformances			
Containment Activity			
Inspection/ Testing of Reworked Product			
Process Changes			
Obsoleted Product			
Regrading of Product			
Non-value added activity			

subtotal

External Costs	Instances	Cost per Instance	Line Total
Warranty			
Customer Returns			
Customer Complaints			

subtotal

Appraisal Costs	Instances	Cost per Instance	Line Total
Inspection and Testing			
Material Utilized for Inspection and Testing			

subtotal

Grand Total COPQ