

## Cost of Quality (CoQ)

Harness AI to turn the Cost of Quality into a Catalyst for Excellence



Quality is a critical driver of operational excellence and customer confidence. Organizations that fail to manage quality effectively face higher costs from inefficiencies, rework, and customer dissatisfaction, all of which can impact long-term performance.

The Cost of Quality (CoQ) framework provides a structured approach to quantify and manage the total costs associated with achieving quality. By categorizing costs into prevention, appraisal, internal failures, and external failures, it enables organizations to identify inefficiencies, allocate resources effectively, and make data-driven decisions.

## **Dimensions of Quality for Consumer Goods**



A well-defined CoQ approach helps organizations strike the right balance between investing in quality assurance and minimizing failure-related losses. This not only improves process efficiency and reduces operational risks but also strengthens overall business resilience and customer trust.

## Our approach to drive quality transformation journey

- Define Quality Objective and Policy
- Plan for quality prevention



- Define data capturing mechanism and data visualization
- Technology intervention for autocorrection for variances

- Facilitate six sigma programs
- Drive project and change management



- Quality dashboards at enterprise level and process level
- · Quality driven autonomous management

Check

**Use Case:** 

Google Agentspace

Product catalog enrichment to improve customer experience

## **US** based soft drink manufacturer

Google Agentspace enriches product catalogs by extracting key attributes, generating rich content, and enhancing hero images with visually appealing backgrounds. This ensures accurate and consistent product mapping while simplifying catalog updates and management.

With agent-driven enrichment and automation, teams can streamline catalog operations, boost product discoverability, and deliver a more engaging shopping experience.

By leveraging AI to optimize the Cost of Quality, organizations can deliver more relevant search results, enhance customer satisfaction, streamline operations, and ultimately drive higher conversion rates.









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100+

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**Repeat Business**Delivering High ROI



2000+

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