

Q Cost of quality

Balance b/w cost reduction and quality improvement

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 to achieve balance, implementatⁿ of Total quality management (TQM) in health organizatⁿ

→ Fundamental concept of TQM.

• Quality → Conformance of requirement of user and customer

In healthcare laboratories
 user = nurses and physicians
 Customer = patients

• Cost of quality → Best understood in term of "cost of conformance" and cost of nonconformance

Quality cost → ↑ the quality
 ↓ the cost

