

COVID-19

CORONAVIRUS DISEASE 2019

COPQ and Brainstorming By
Group 1

Topics to Cover

- Problem Statement
- Process Flow Chart
- Internal & External Failure
- Cost of Poor Quality (COPQ)
- Fishbone Chart

Problem Statement

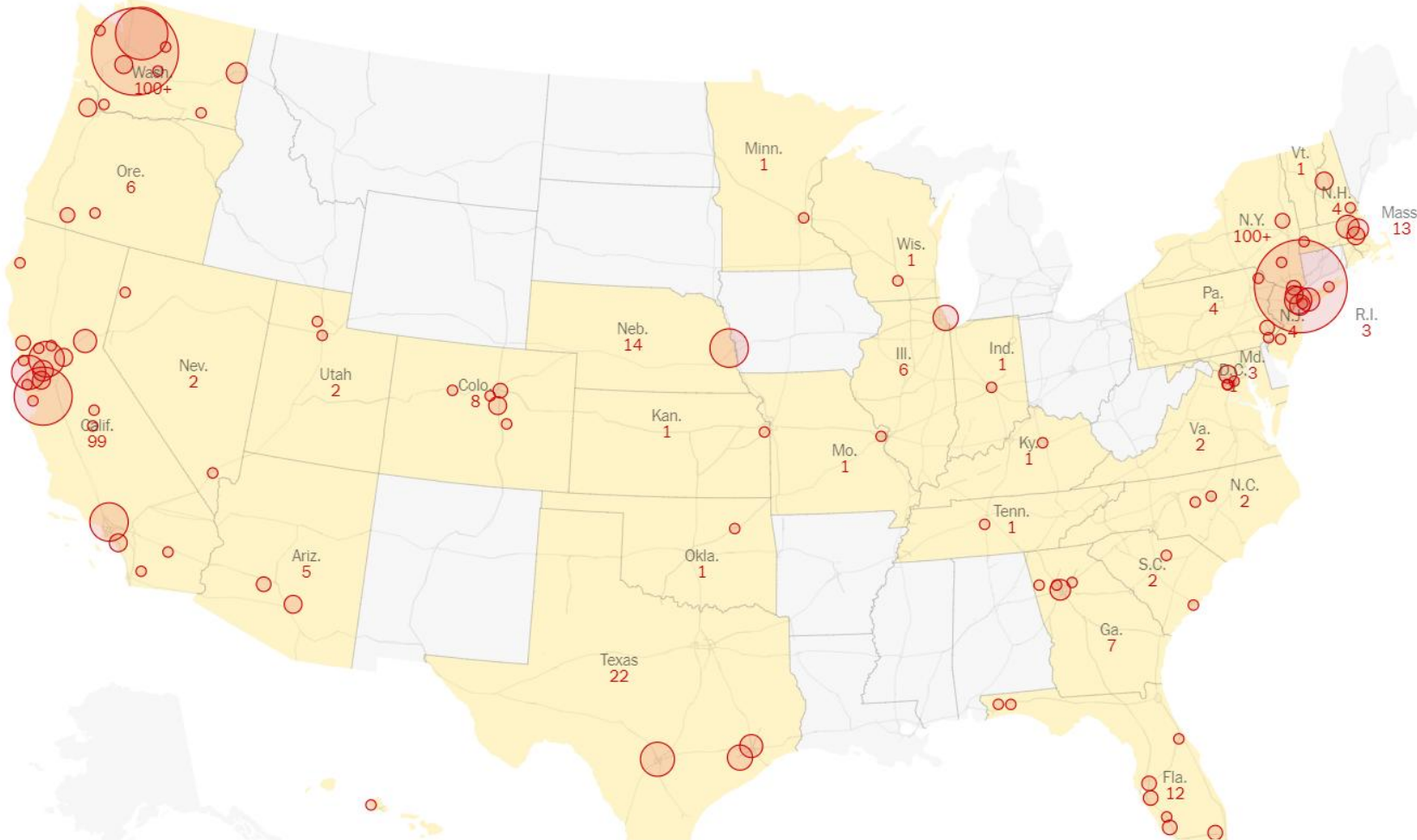
The 2019–20 coronavirus outbreak is an ongoing global outbreak of coronavirus disease that has been declared a Public Health Emergency of International Concern.

As of 10 March 2020, more than 113,000 cases have been confirmed, of which 5,800 were classified as serious and 4000 deaths. Over 100 countries and territories have been affected, with major outbreaks in central China, South Korea, Italy, and Iran.

Situation in U.S.

The number of known coronavirus cases in the United States continues to grow rapidly.

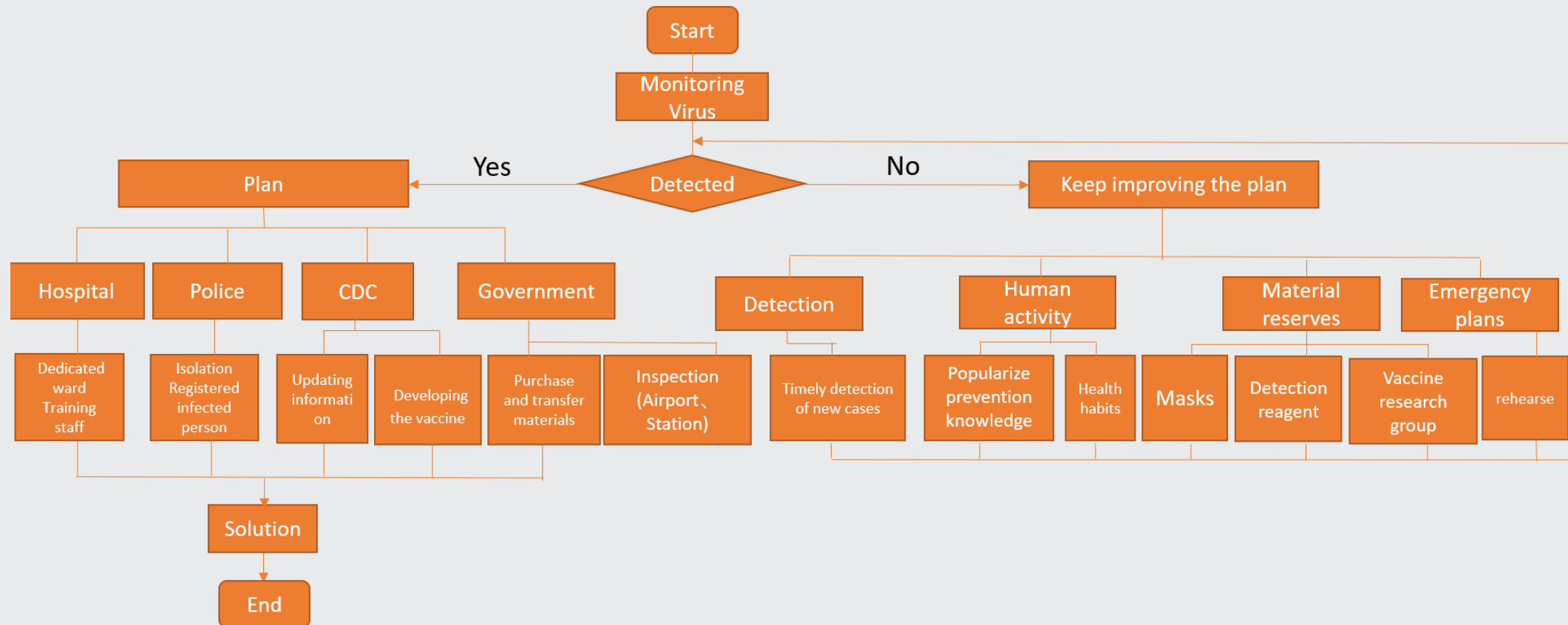
As of 3/10 at 8:00 pm EST, at least 1000 people have been confirmed infected in 32 states and Washington, D.C., and at least 28 patients with the virus have died. And 8 have total recovered.



U.S. COVID-19 cases include:

- Imported cases in travelers
- Cases among close contacts of a known case
- Community-acquired cases where the source of the infection is unknown.

Flow Chart



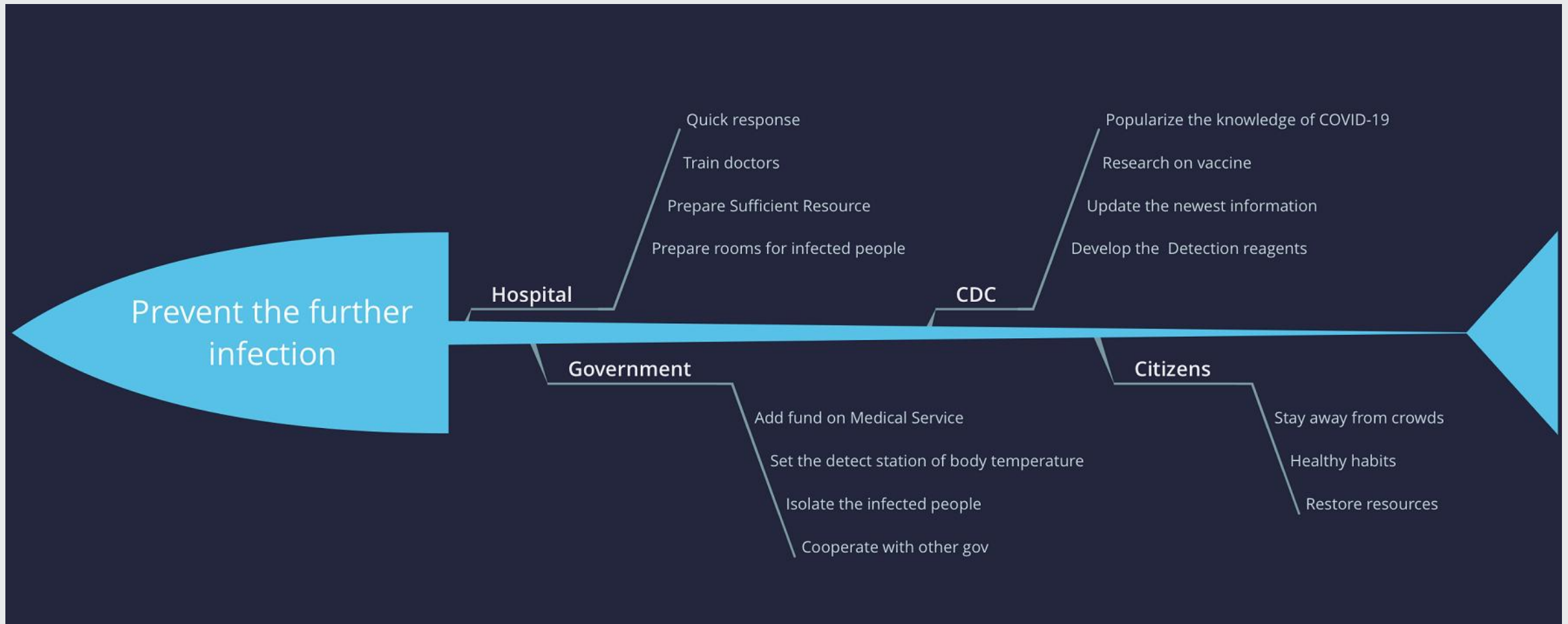
Internal & External Failure

Internal Failure	External Failure
Failure to discover the virus in time	Lack of medical resources (masks, sanitizer, testing kits, sickrooms)
Lack of enough knowledge on the virus	Unrestricted nation-wide travel and people-gathering events
Virus mutation	Information released by government is not transparent and real
Low immunity	Lack of enough attention from public
	Mass panic

COPQ

Process	Internal Failure	External Failure	Appraisal	Prevention
Signal of epidemic situation	Some people in China eat wildlife trigger the virus spread	China's dense population increases the likelihood of transmission	Verification cost	Ban on the sale of food wildlife
Government	Serious bureaucracy problem and untimely update	Shortage of medical supplies	Supervision and Audits cost	Appeal to international corporation, funding and resources
Post-disaster relief	People don't pay enough attention to the virus	Large population mobility increases transmission risk		Stay at home and avoid gathering like rally

Fishbone Chart



Thank you!