Columbia Basin Section
ASQ Excellence Through Quality™

**Invitation from
ASQ Palomar Section
May 10, 2023 Virtual Meeting**

WE ACHIEVED HONORABLE MENTION IN 2020!
PERFORMANCE EXCELLENCE PROGRAM
ASQ

DATE:

**Wednesday,
May 10, 2023**

This is a virtual/Zoom meeting

Time:

7:30 pm – 9:00 PDT
(opens for networking at 7:00 pm)'

(check website to confirm times)

Cost: Free for ASQ members and non-members

Join Zoom Meeting:
https://us06web.zoom.us/j/81607472908
Meeting ID: 816 0747 2908

Any questions? Send an email.

Attendance at this meeting earns RUs toward ASQ recertification.

NOTE: Be sure to enter your name and email address in the chat when you join the meeting to receive the RUs.

For more information about Palomar ASQ Section 708, click here.

For more information about our local Columbia Basin ASQ section and future upcoming events:
www.asq614.org/

What is Your Cost of Quality?
(Part Two)

N.T. "Bala" Balakrishnan, MBA, CQE, CSSBB
Professor, Cal Poly Pomona

Cost of quality (COQ) is defined as a methodology that allows an organization to determine the extent to which its resources are used for activities that prevent poor quality, that appraise the quality of the organization's products or services, and that result from internal and external failures. Having such information allows an organization to determine the potential savings to be gained by implementing process improvements. Quality-related activities that incur costs may be divided into prevention costs, appraisal costs, and internal and external failure costs.

This is Part Two of the presentation that began at the February 8 Palomar meeting. This will cover:

- Goals vs. actual results for each element of COQ (prevention, detection, appraisal, and failure costs)
- Analysis of trends in each element of COQ
- Reduction in failure cost accompanied by slight increase in prevention cost resulting in overall reduction in total COQ
- A 30,000 feet (above sea level) perspective on what worked, what didn't, and lessons learned
- Relating the effort for reduction in COQ as it applies to profit and loss (you cannot sustain the system unless it is related to business results)

About the speaker: Professor N.T. "Bala" Balakrishnan has over 40 years' experience in Industry and Academia, having held several positions as Quality Manager, Manufacturing Engineering Manager in companies including United Technologies, IBM, and 3M Standard Abrasives. He is currently a professor in the Technology & Operations Department, College of Business Administration, California State Polytechnic University, Pomona.

Bala has led Kaizen teams and implemented continuous improvement programs, used Design of Experiments to improve processes, conducted process capability studies, reduced cost of quality, and improved effectiveness of operations using Quality Management software.