

# Invitation from ASQ Palomar Section February 8, 2023 Virtual Meeting

DATE:

Wednesday,  
February 8, 2023

This is a virtual/Zoom meeting

Time:

7:30 pm – 9:00 PST  
(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/83717974135>  
Meeting ID: 837 1797 4135

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/](http://www.asq614.org/)

## What is Your Cost of Quality?



### 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 presentation will cover:

- Planning process for quality initiatives
- Selecting products for measuring COQ
- Integrating COQ reporting systems with the general ledger of enterprise cost accounting (like Oracle or SAP)
- Goal setting, for the elements of COQ (prevention cost, detection cost, appraisal cost, and failure cost)
- Identifying inhibitors (possibly quality culture) and how to negotiate such obstacles)

This presentation is "Part One" of two. Additional information, including analysis of trends, will be shared at the May 11 Palomar section meeting.

*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.*

*At Cal Poly, he has taught Business Statistics, Operations Management, Management Science, and Quality Management. He served as Industry advisor "Innovation Lab" at Cal Poly Pomona NSF-Corps. He is a Technical Reviewer for ASQ's Quality Progress publication.*