

ASQ Palomar Section 08 Feb 2023 section meeting

*** Special meeting time: **7:30 pm** – 9:00 pm Pacific Time ***

Keynote: What is Your Cost of Quality? Part 1 of a two-part presentation.

Presenter: Professor N.T. “Bala” Balakrishnan of Cal Poly Pomona

This is a 0.5 RU event!

Special meeting time: Feb 8, 2023 from **7:30 PM** – 9:00 PM Pacific Time (US and Canada)

Venue opens at 7:00 PM for networking

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<https://us06web.zoom.us/j/83717974135>

Meeting ID: 837 1797 4135

Questions? Please contact Valerie Hassan, Secretary, Palomar Section at:

secretary@asqpalomar.org

Want RUs for attending this meeting? Please enter your name and email address in the chat when you arrive. You may address it to Valerie Hassan, section secretary and meeting facilitator. You will receive an email notification of RUs earned by the Sunday after the meeting.

Or, **during the meeting**, you may email Valerie Hassan at secretary@asqpalomar.org to request RUs.

Please check your spam folder before reaching out for this email. Thank you.

Description: Part 1: Details the planning process for quality initiatives, selecting products for measuring cost of quality, integrating cost of quality reporting system with the general ledger of enterprise cost accounting (like Oracle or SAP). Will cover details of goal setting, for the elements of cost of quality (prevention cost, detection cost, appraisal cost, and failure cost). Will identify inhibitors (possibly quality culture of the firm) and how to negotiate such obstacles).

Part 2 will be presented in May, 2023.

Description: Part 2: Goals vs. Actual Results for each element of cost of quality (prevention, detection, appraisal, and failure costs). Analysis of trends in each element of cost of quality. Discusses reduction in failure cost accompanied by slight increase in prevention cost resulting overall reduction in total cost of quality. A 30,000 feet (above sea level) perspective on what worked, what did not work, lessons learned. Relating the effort for reduction in quality cost as

it applies to profit and loss (you cannot sustain the system unless it is related to business results).

Bio : Professor N.T. “Bala” Balakrishnan (Academia and Industry) of Cal Poly Pomona

Prof. 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 and is currently faculty in TOM Department, College of Business Administration at California State Polytechnic University, Pomona, California.

He has BSME and MSIE degrees from Indian Institute of Technology and an MBA from UCLA. He is ASQ certified Quality Engineer and Certified Six Sigma Black Belt

In industry he has led Kaizen teams and implemented continuous improvement programs, used Design of Experiments to improve processes, conducted process capability studies and reduced cost of quality, 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. Was speaker at the ASQ sponsored Next Gen event, Orange County Chapter. He is a Technical Reviewer for Quality Progress.



[Complete Zoom Link:](#)

Valerie Hassan is inviting you to a scheduled Zoom meeting 08 Feb 2023.

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