



Rochester Section 0204

Using Quality Costs to Achieve Continuous Improvement *Seminar*

Two all day sessions, 8:00 AM to 4:30 PM
April 22 and 23, in Monroe A
MCC, Henrietta Campus
1000 East Henrietta Road, Rochester, NY

Abstract:

Measuring and reporting the Cost of Poor Quality is a technique that has been used for over forty years as a means of advancing continuous quality improvement. The introduction of the new international standard ISO 9000:2000, with its emphasis on measurement, focus on process, and its requirement to demonstrate quality improvement, has given new impetus to tracking poor quality costs. Likewise six-sigma teams seeking financial justification for improvement efforts are turning to quality costs.

This recently revised and expanded two-day tutorial, developed by the Quality Cost Committee of the Quality Management Division of ASQ, integrates quality costs with continuous improvement to achieve improved financial results. The bottom-line impacts of quality can be measured and used to achieve significant reductions in unfavorable costs.

Cost of Quality principles, benefits, definitions and models are presented and discussed. Practical advice on getting started in setting up a quality cost system is provided as well as proven techniques for collecting and analyzing quality costs. Through a series of interactive exercises and workshops participants will have the opportunity to estimate various categories of quality costs, organize them in a report to management, identify cost drivers and root causes, perform cost-benefit analyses for improvement projects, and relate improvement activities to organizational goals.

Participants in both manufacturing and service functions will acquire the capability to implement a full Quality Cost System suitable to their needs or to estimate quality costs for a business process.

The Instructor:

Dr. John C. Schottmiller was chairman from 2000 to 2002 of the Quality Cost Committee of the American Society for Quality, Quality Management Division, and was a major contributor to the popular 1999 Quality Press book "Principles of Quality Costs 3rd Edition." As president of RM Consulting, Inc. in Rochester, NY, he provides consulting and training in Economics of Quality, Statistical Process Control (SPC), Six Sigma Quality, Benchmarking and Continuous Improvement. At Xerox Corporation, where he spent most of his managerial career, he implemented a successful quality cost system, which became a benchmark for the Baldrige Award winning organization. He teaches classes, leads seminars and consults on quality costs and other quality-related topics. Most recently he has presented seminars on quality costs and SPC in Russia. Dr. Schottmiller is an ASQ Fellow.

**The American Society for Quality Rochester Section
Using Quality Costs to Achieve Continuous Improvement Seminar**

**Location: Monroe A, MCC Campus
1000 East Henrietta Road, Rochester, NY**

Cost: \$450.00 (Registration Deadline: April 11) When: April 22 and 23, 2008
Includes: Seminar materials and lunches both days

+++++

PLEASE PRINT

Name: _____

Title: _____

Employer: _____

Work Address: _____

Home Address: _____

E Mail: _____

Work Phone: _____ Home Phone: _____

Please Make Checks Payable to: ASQ Rochester Section

Credit card: Check one: ___ AMEX ___ Master Card ___ VISA

Credit Card Number: _____ Expiration Date: _____

Print name that appears on card: _____

Signature: _____

Send to: Richard C. Henderson Telephone: (585) 234-8630, Box 2