

Quality Costs to Improve your QMS

Quality costs (COQ) is a very effective measurement tool that can be used to improve your Quality Management System (QMS).

This presentation will demonstrate the use of COQ for:

1. Assistance in setting goals and objectives
2. Preparation of quality planning
3. Use as an effective measurement for your improvement activities.

When Wednesday April 20th, 2011

Where Kings Buffet, 507 Wilson Avenue (Toys R Us plaza), Kitchener, Ontario (519-893-3100) [in the new enclosed private room \(same restaurant, different room\)](#)

Cost \$25.00 (ASQ Members) \$30.00 (non-members) payable at the door by cash or cheque. No credit or debit cards. ASQ members and non-members are welcome.

RSVP RSVP via E-mail to program@asqkitchener.org by **4pm Friday April 15th, 2011** in order for us to make the necessary arrangements. Please state:

- the event for which you are registering
- your first and last name
- the name of your company
- Your ASQ membership # (or identify yourself as a non-member).

Agenda 6:30 - Sign in and networking
6:45 - Dinner, Networking
7.30 - Presentation
8:30 - Q&A
8:45 - Wrap up and Networking
9:00 - End

About The Speaker - G. Dennis Beecroft

Dennis is President of G. Dennis Beecroft Inc., a management consulting company that specializes in cost of quality, problem solving, quality improvement, training effectiveness and quality management systems. Dennis is a licensed electrical engineer with the Professional Engineers of Ontario, a Certified Lead Auditor and Fellow member of the American Society for Quality.

Prior to starting his own business, Dennis was the Managing Director of the Institute for Improvement in Quality and Productivity at the University of Waterloo for 14 years. He provided training and consulting for organizations in Canada, United States, Mexico, India, Israel, Singapore, New Zealand, Korea, China and England. Before joining the University Dennis spent 23 years with Westinghouse Canada in various management positions in manufacturing, engineering, maintenance, project management and quality. Dennis is a past Chair of the American Society for Quality's Quality Management Division representing over 20,000 quality professionals worldwide.