

**FEBRUARY DINNER MEETING**  
***Tuesday February 24, 2004***

**The ROI From Software Quality**  
**Dr. Khaled El Emam**

During periods of tight IT budgets, quality management and process improvement initiatives come under intense scrutiny; executives continuously seek justifications for expenditures and evidence of their value. It then becomes necessary to make a compelling business case for investing in software quality.

This talk examines and illustrates methods for evaluating Return-On-Investment, taking you from the principles to project examples. Three aspects of ROI are considered: cost of ownership from the customer's perspective, and cost and schedule reductions from the developer's perspective. The presentation will focus on the following:

- The economics of software projects and how quality initiatives influence costs
- A description of ROI models that can be used and their relative merit
- A process for evaluating ROI
- The heuristics for collecting the required information

Six different quality management practices will be presented with case studies to demonstrate their ROI. The cost savings to customers from buying higher quality software can reach 50%, and for developers, quality improvement can save up to 40% of production costs.

After the talk, the audience should have an appreciation of what ROI is, how to evaluate it, what data is needed, how to interpret ROI results, and a good understanding of the relative merits of different quality improvement practices and tools.

Dr. Khaled El Emam has been involved with software quality for more than a decade, performing advanced research and consulting, and holds a number of positions in research and industry. He is vice president of technology TrialStat Corporation which develops IT solutions for clinical trials and systematic reviews, director of software engineering at the Chalmers Research Group at the CHEO Research Institute, where he is also a senior investigator and leading the eHealth research program. He is a senior research officer at the National Research Council of Canada, where he is the technical lead of the Software Quality Laboratory. Dr. El-Emam supports software organizations with their quality improvement initiatives through training and technology transfer services. He is also a visiting professor at the Center for Global eHealth Innovation at the University of Toronto. He holds a Ph.D. from the Department of Electrical and Electronics Engineering, King's College, at the University of London (UK).

**Presentations are on the last Tuesday of the month at the Sheraton Centre Toronto Hotel,  
123 Queen Street West, across from New City Hall**

If taking the subway, exit at Osgoode station (Queen and University), walk one block east along Queen to York.  
If driving, you can park at New City Hall, which is accessible underground to the Sheraton Centre.

Dinner and Presentation: \$35 Members, \$50 Non-Members  
Cash and Cheques are accepted at the door.

**Please RSVP by noon on Thursday February 19, 2004**

5:30 P.M. Networking      6:00 P.M. Dinner      7:00 - 8:30 P.M. Presentation

**For reservations, information and membership inquiries,  
visit our web site at [www.tassq.org](http://www.tassq.org) or phone TASSQ at (416) 444-4168**