

**Ms. Carol A. Dekkers** is the President of Quality Plus Technologies, Inc., a management consulting firm specializing in quality initiatives, software metrics, and process improvement. Carol is a Certified Management Consultant (CMC), a Certified Function Point Specialist (CFPS) and an Information Systems Professional (ISP). She is the Vice President on the Board of Directors of the International Function Point Users Group (IFPUG), and formerly served as the Director of Counting Standards. She is a project editor within the ISO Functional Size Measurement workgroup (ISO/IEC/JTC1/SC7 WG12) and a member of the U.S. Technical Advisory Group (TAG) for SC7 to ISO. Carol is a frequent presenter and instructor at software conferences both locally and internationally.

Carol and her associates advise senior management both locally and internationally on how to establish successful process improvement programs supported by software measurement. Her educational background includes a Bachelor of Science in Mechanical Engineering, as well as system development and project management training.

Ms. Dekkers is a member of IFPUG, QAI, ASQC, ICMCI, CIPS and APEGGA.