



## Benito Flores

Benito Flores is the Dean of the School of Engineering at the Universidad de Monterrey (Mexico), where he also teaches.

He currently serves as the Chair of the Board of Directors of the American Society for Quality, the largest and most influential quality professional association in the world.

He has been teaching in higher education institutions for 25 years and served as Quality Engineer, Quality Manager or Quality Director in four different organizations. His work, teaching and research focus on quality improvement, total quality management and service quality.

He holds a BS in Industrial Engineering, a MS in Quality Management and a Ph.D. in Educational Administration.

He is a member of associations such as ASQ, ASHE and ASEE, and is a Certified Quality Manager by ASQ.

He serves or has served in the Board of Directors of several non-profit organizations including the SC-Polytechnic High School (Mexico), the Southern Association of Colleges and Schools (SACSCOC) and the American Society for Quality.

He and his wife Alejandra live in Monterrey Mexico with their three children.