

YOUR NAME: _____

IS THERE A REASON THAT I SHOULD NOT GRADE THIS TEST?

1. As a product gets closer to its release date:
 - A. The cost of errors rises
 - B. The cost of errors stays the same
 - C. The cost of errors drops
 - D. The cost of errors rises for a while but drops in the last week or two before release.

2. Cost of quality is (select one or two of the following):
 - A. The total cost of finding and fixing errors.
 - B. The total cost of supporting the product.
 - C. The total of prevention, appraisal and failure costs.
 - D. All of the above.

3. A company's internal failure costs for a product include:
 - A. Its costs caused by errors discovered during development of the product.
 - B. Costs of testing the product.
 - C. Costs of preventing failures.
 - D. The company's internal costs of handling customer complaints, as distinguished from the customer's costs.

4. A company's external failure costs for a product include:
 - A. Its costs caused by errors discovered during development of the product.
 - B. Costs of testing the product.
 - C. Costs of preventing failures.
 - D. The company's internal costs when customers call with complaints, as distinguished from the customer's costs.