

YOUR NAME: \_\_\_\_\_

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

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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.

*I expected A*

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.

*I expected C*

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.

*I expected A*

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.

*I expected D*