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Engineering News-Record - Wikipedia

In process improvement efforts, quality costs or cost of quality is a means to quantify the total cost of quality-related efforts and deficiencies.

Quality costs - Wikipedia

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Customer Experience Creation: Determinants, Dynamics and

Total Quality Management Handbook John L. Hradesky / Hardcover - 712 pages (December 1994) McGraw Hill Text. Beyond ISO 9000 : How to Sustain Quality in a Dynamic World William A. Stimson / Hardcover / Published 1998

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