

Ans

The quality cost is defined as a methodology that allows an organization to determine the extent to which its resources are used for activities that prevent poor quality, that appraise the quality of the organization's products or services, and that result from internal and external failures. Having such information allows an organization to determine the potential savings to be gained by implementing process improvements.

Guarantees —

To provides outstanding customer service and be in the good books of the customers, organization offer Guarantees. Guarantees is usually spoken of before the first sale. It includes both design & monetary worth of the product.