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[1386]
[Davis Chase, 2003]
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1. Quality Costing

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.[Roden & Dale, 2000]

.[Superrille & Gupta, 2001]

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.[1381]

[Eldridge *et al.*, 2006]

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1. Cost of Quality (COQ)
 2. Conformance and Non-Conformance

[Narasimhan, 2000]

[Dale & Wan, 2002]

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- [Schiffauerova & Thomson]

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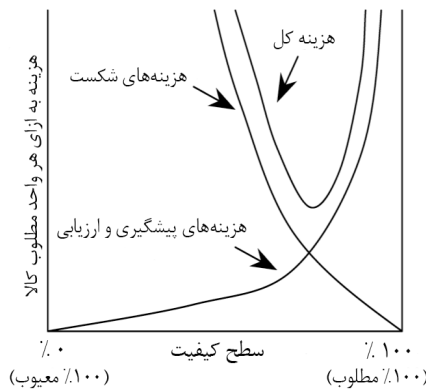
[Schiffauerova & Thomson]

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- 1. Prevention
 - 2. Appraisal
 - 3. Failure
 - 4. Trade-off

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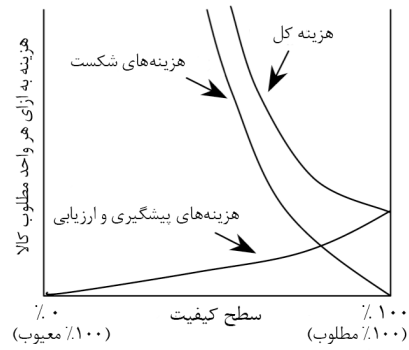
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1. Zero-Defect



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(1996)¹

[Burgess, 1995]

(1991)⁴

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Schiffauerova &]

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[Thomson

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- 1. Burgess
 - 2. Fine
 - 3. Dawes
 - 4. Marcellus and Dada
 - 5. Opportunity or Intangible Cost Models

(1998)²

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Sandoval-Chavez &]

[Bernvides, 1998

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(1977)⁴

(1989)⁵

[Narsh, 1989]

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(TQM)

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- 1 . Sandoval-Chavez
 - 2 . Beruvides
 - 1. Process Cost Model
 - 4. Ross
 - 5 . Marsh

:ABC¹ .4

(ABC)

(1988)²

COQ

Larson & Kerr,]

. [2002

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[Ovretveit]

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1 . Activity Based Costing (ABC)
 2 . Cooper and Kaplan

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. [Krishnan, 2006]

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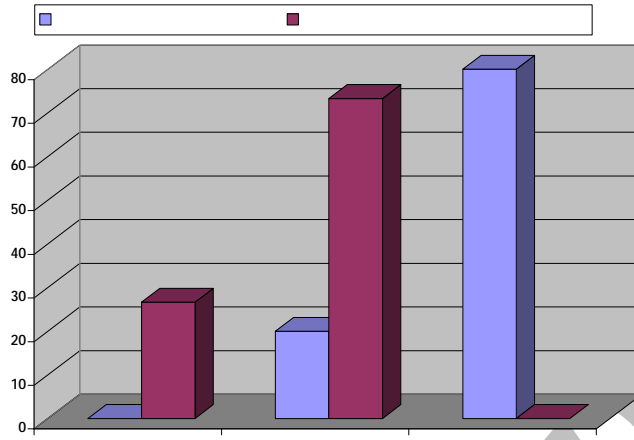
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| 80/00 | 20/00 | 0/00 | 0/83 | 6/20 | |
| 0/00 | 73/33 | 26/67 | 1/08 | 3/03 | |

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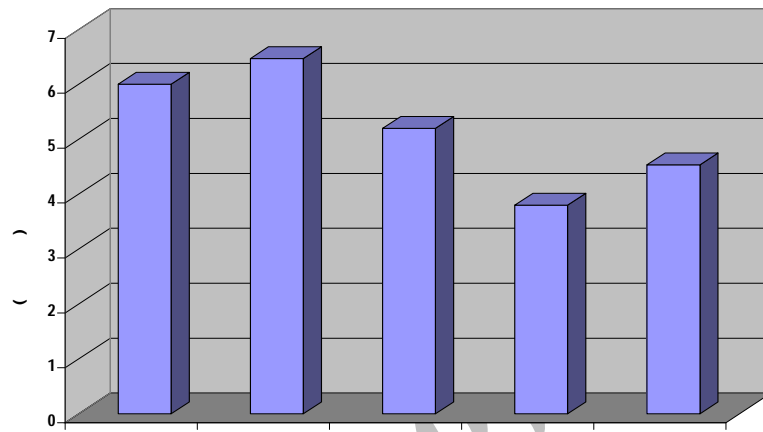
| 5< () | 3-5 () | 3> () | | | |
|-----------|------------|-----------|------|------|--|
| 76/67 | 23/33 | 0/00 | 1/03 | 6/00 | |
| 93/33 | 6/67 | 0/00 | 0/62 | 6/47 | |
| 30/00 | 70/00 | 0/00 | 0/87 | 5/20 | |
| 0/00 | 93/33 | 6/67 | 0/83 | 3/80 | |
| 0/00 | 100/00 | 0/00 | 0/62 | 4/53 | |
| | | | | 5/20 | |
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| 76/67 | 23/33 | 0/00 | 1/00 | 6/17 | |

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| 66/67 | 30/00 | 3/33 | 1/40 | 5/60 | |
| 33/33 | 63/33 | 3/33 | 1/25 | 5/10 | |
| 16/67 | 73/33 | 10/00 | 1/29 | 4/27 | |
| 0/00 | 36/67 | 63/33 | 0/80 | 2/37 | |
| 0/00 | 20/00 | 80/00 | 0/87 | 1/63 | |
| 6/67 | 63/33 | 30/00 | 1/26 | 3/07 | |
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| 26/67 | 56/67 | 16/67 | 1/67 | 4/40 | |
| 70/00 | 30/00 | 0/00 | 1/15 | 6/00 | |
| 6/67 | 46/67 | 46/67 | 1/49 | 2/97 | |
| 10/00 | 70/00 | 20/00 | 1/42 | 3/70 | |
| 10/00 | 46/67 | 43/33 | 1/60 | 3/03 | |
| 3/33 | 20/00 | 76/67 | 1/31 | 1/93 | |
| 60/00 | 40/00 | 0/00 | 1/14 | 5/63 | |
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| 10/00 | 90/00 | 0/00 | 0/66 | 4/60 | |
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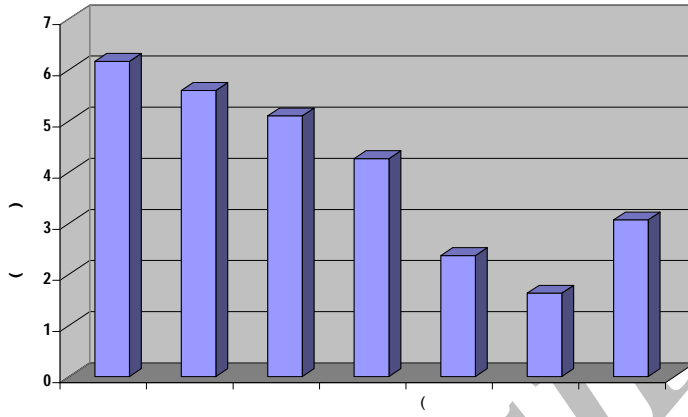
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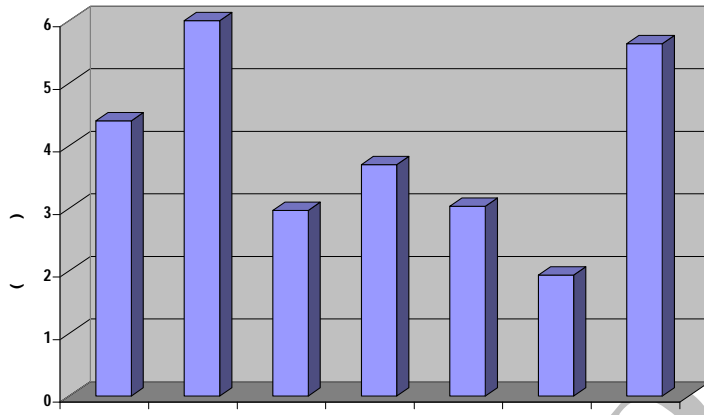


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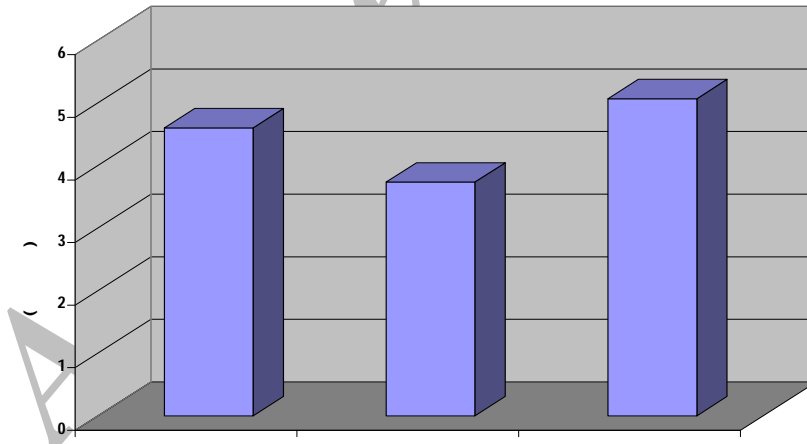
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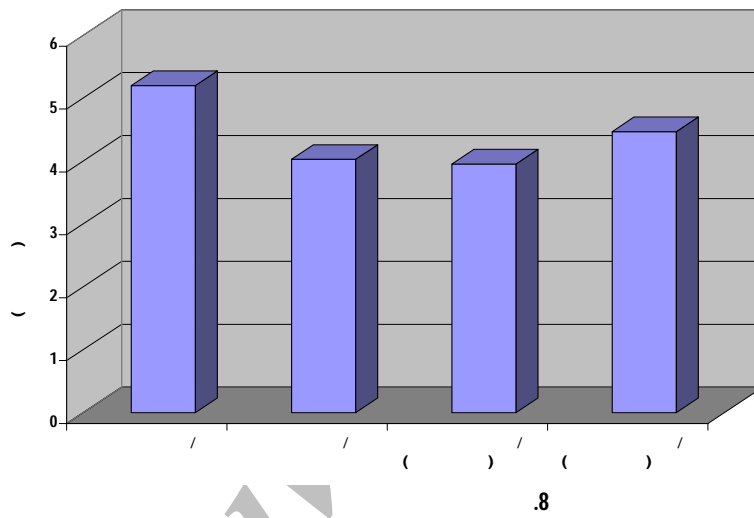
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