

# **QUALITY COSTS**

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**NORTH JERSEY SECTION  
MEETING  
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# ORIGIN OF CONCEPT

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- ❑ Originally introduced in 1956 by Feigenbaum
- ❑ Products became more complex
- ❑ Customer's expectations were becoming more sophisticated
- ❑ Quality Improvements were being made and needed to be measured
- ❑ ITT and Westinghouse were using concept in 50's and 60's