***Managerial Accounting for Managers, 5e* (Noreen)**
Appendix 1A: Cost of Quality

1) ISO 9000 standards were established to make sure that all consumer products incorporate specific safety features.

Answer: FALSE
Difficulty: 3 Hard
Topic: Cost of Quality
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.
Bloom's: Understand
AACSB: Reflective Thinking
AICPA: BB Global; FN Reporting

2) External failure costs are limited to the costs of repairing defective products that are under warranty.

Answer: FALSE
Difficulty: 3 Hard
Topic: Cost of Quality
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.
Bloom's: Understand
AACSB: Reflective Thinking
AICPA: BB Critical Thinking; FN Measurement

3) To minimize its total quality costs, a company should usually try to redistribute its quality costs more toward prevention and appraisal.

Answer: TRUE
Difficulty: 2 Medium
Topic: Cost of Quality
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.
Bloom's: Understand
AACSB: Analytical Thinking
AICPA: BB Critical Thinking; FN Decision Making

4) The most effective way to minimize quality costs while maintaining high quality is to avoid having quality problems in the first place. This is the reason for incurring appraisal costs.

Answer: FALSE
Difficulty: 2 Medium
Topic: Cost of Quality
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.
Bloom's: Understand
AACSB: Reflective Thinking
AICPA: BB Critical Thinking; FN Decision Making

5) Quality of conformance refers to the extent to which a product offered by one company is similar to products offered by other companies.

Answer: FALSE
Difficulty: 2 Medium
Topic: Cost of Quality
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.
Bloom's: Understand
AACSB: Reflective Thinking
AICPA: BB Critical Thinking; FN Measurement

6) The costs of lost sales arising from poor quality are always included in quality cost reports.

Answer: FALSE
Difficulty: 2 Medium
Topic: Quality Cost Reports
Learning Objective: 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
Bloom's: Understand
AACSB: Reflective Thinking
AICPA: FN Reporting; BB Critical Thinking

7) A quality cost report is usually compiled by the purchasing department to show the added costs of purchasing higher quality components.

Answer: FALSE
Difficulty: 2 Medium
Topic: Quality Cost Reports
Learning Objective: 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
Bloom's: Understand
AACSB: Reflective Thinking
AICPA: FN Reporting; BB Critical Thinking

8) An increase in appraisal costs in a quality improvement program would usually have the following initial effects on internal and external failure costs:

	Internal failure costs	External failure costs
A)	Increase	Increase
B)	Increase	Decrease
C)	Decrease	Increase
D)	Decrease	Decrease

A) Choice A
B) Choice B
C) Choice C
D) Choice D

Answer: B
Difficulty: 3 Hard
Topic: Cost of Quality
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.
Bloom's: Understand
AACSB: Analytical Thinking
AICPA: BB Critical Thinking; FN Decision Making

9) Inspection of products would be classified as a(n):
A) prevention cost.
B) appraisal cost.
C) internal failure cost.
D) external failure cost.

Answer: B
Difficulty: 2 Medium
Topic: Cost of Quality
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.
Bloom's: Remember
AACSB: Reflective Thinking
AICPA: BB Critical Thinking; FN Measurement

10) An increase in appraisal costs will usually result in an increase in:
A) prevention costs.
B) internal failure costs.
C) external failure costs.
D) opportunity costs.

Answer: B
Difficulty: 2 Medium
Topic: Cost of Quality
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.
Bloom's: Understand
AACSB: Analytical Thinking
AICPA: BB Critical Thinking; FN Decision Making

11) Quality is achieved when a product or service contains all of the features that a customer would expect, and when that product or service performs in such a way that the customer is satisfied.

Answer: TRUE
Difficulty: 1 Easy
Topic: Cost of Quality
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.
Bloom's: Remember
AACSB: Reflective Thinking
AICPA: BB Critical Thinking; FN Measurement

12) The cost of quality training would be classified as a(n):
A) prevention cost.
B) appraisal cost.
C) internal failure cost.
D) external failure cost.

Answer: A
Difficulty: 1 Easy
Topic: Cost of Quality
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.
Bloom's: Remember
AACSB: Reflective Thinking
AICPA: BB Critical Thinking; FN Measurement

13) The cost of testing incoming materials received from suppliers would be classified as a(n):
A) prevention cost.
B) appraisal cost.
C) internal failure cost.
D) external failure cost.

Answer: B
Difficulty: 1 Easy
Topic: Cost of Quality
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.
Bloom's: Remember
AACSB: Reflective Thinking
AICPA: BB Critical Thinking; FN Measurement

14) The four categories of quality costs in a quality cost report are:
A) external failure, product liability, prevention, and carrying.
B) external failure, internal failure, prevention, and appraisal.
C) warranty, product liability, prevention, and appraisal.
D) warranty, product liability, training, and appraisal.

Answer: B
Difficulty: 1 Easy
Topic: Cost of Quality
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.
Bloom's: Remember
AACSB: Reflective Thinking
AICPA: BB Critical Thinking; FN Measurement

15) The cost of labor time required to rework defective units would be classified as a(n):
A) prevention cost.
B) appraisal cost.
C) internal failure cost.
D) external failure cost.

Answer: C
Difficulty: 1 Easy
Topic: Cost of Quality
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.
Bloom's: Understand
AACSB: Reflective Thinking
AICPA: BB Critical Thinking; FN Measurement

16) In classifying the costs of quality at a company that manufactures sonar equipment, which of the following is considered an external failure cost?
A) the net cost of scrap and spoilage incurred during production.
B) the cost of repairs and replacements made during the warranty period.
C) the cost of debugging software errors found in the sonar equipment during inspection at the plant.
D) both the cost of repairs and replacements made during the warranty period and the cost of debugging software errors found in the sonar equipment during inspection at the plant.
E) none of the above.

Answer: B
Difficulty: 2 Medium
Topic: Cost of Quality
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.
Bloom's: Understand
AACSB: Reflective Thinking
AICPA: BB Critical Thinking; FN Measurement

17) Which of the following would be classified as an appraisal cost on a quality cost report?
A) Final product testing and inspection.
B) Net cost of spoilage.
C) Repairs and replacements beyond the warranty period.
D) Rework labor and overhead.

Answer: A
Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.; 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
Bloom's: Understand
AACSB: Reflective Thinking
AICPA: BB Critical Thinking; FN Measurement

18) Which of the following would be classified as a prevention cost on a quality cost report?
A) Technical support provided to suppliers.
B) Net cost of spoilage.
C) Disposal of defective products.
D) Debugging software errors.

Answer: A
Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.; 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
Bloom's: Understand
AACSB: Reflective Thinking
AICPA: BB Critical Thinking; FN Measurement

19) Which of the following would be classified as an internal failure cost on a quality cost report?
A) Audits of the effectiveness of the quality system.
B) Systems development.
C) Quality improvement projects.
D) Debugging software errors.

Answer: D
Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.; 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
Bloom's: Understand
AACSB: Reflective Thinking
AICPA: BB Critical Thinking; FN Measurement

20) Which of the following would be classified as an internal failure cost on a quality cost report?
A) Quality improvement projects.
B) Supervision of testing and inspection activities.
C) Debugging software errors.
D) Warranty repairs and replacements.

Answer: C
Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.; 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
Bloom's: Understand
AACSB: Reflective Thinking
AICPA: BB Critical Thinking; FN Measurement

21) Which of the following would be classified as an external failure cost on a quality cost report?
A) Returns and allowances arising from quality problems.
B) Quality improvement projects.
C) Quality engineering.
D) Net cost of spoilage.

Answer: A
Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.; 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
Bloom's: Understand
AACSB: Reflective Thinking
AICPA: BB Critical Thinking; FN Measurement

22) Which of the following would be classified as an appraisal cost on a quality cost report?
A) Returns and allowances arising from quality problems.
B) Downtime caused by quality problems.
C) Test and inspection of in-process goods.
D) Cost of field servicing and handling complaints.

Answer: C
Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.; 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
Bloom's: Understand
AACSB: Reflective Thinking
AICPA: BB Critical Thinking; FN Measurement

23) Which of the following would be classified as an external failure cost on a quality cost report?
A) Repairs and replacements beyond the warranty period.
B) Technical support provided to suppliers.
C) Quality improvement projects.
D) Rework labor and overhead.

Answer: A
Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.; 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
Bloom's: Understand
AACSB: Reflective Thinking
AICPA: BB Critical Thinking; FN Measurement

24) Which of the following would be classified as an external failure cost on a quality cost report?
A) Reentering data because of keying errors.
B) Customer returns arising from quality problems.
C) Test and inspection of in-process goods.
D) Rework labor and overhead.

Answer: B
Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.; 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
Bloom's: Understand
AACSB: Reflective Thinking
AICPA: BB Critical Thinking; FN Measurement

25) Which of the following would be classified as a prevention cost on a quality cost report?
A) Net cost of spoilage.
B) Supervision of testing and inspection activities.
C) Liability arising from defective products.
D) Technical support provided to suppliers.

Answer: D
Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.; 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
Bloom's: Understand
AACSB: Reflective Thinking
AICPA: BB Critical Thinking; FN Measurement

26) Which of the following would be classified as a prevention cost on a quality cost report?
A) Cost of field servicing and handling complaints.
B) Warranty repairs and replacements.
C) Systems development.
D) Rework labor and overhead.

Answer: C
Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.; 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
Bloom's: Understand
AACSB: Reflective Thinking
AICPA: BB Critical Thinking; FN Measurement

27) Which of the following would be classified as an external failure cost on a quality cost report?
A) Final product testing and inspection.
B) Disposal of defective products.
C) Supervision of testing and inspection activities.
D) Cost of field servicing and handling complaints.

Answer: D
Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.; 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
Bloom's: Understand
AACSB: Reflective Thinking
AICPA: BB Critical Thinking; FN Measurement

28) In preparing a quality cost report, the cost of employee's time spent in quality circles is part of:
A) prevention costs.
B) appraisal costs.
C) internal failure costs.
D) external failure costs.

Answer: A
Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.; 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
Bloom's: Understand
AACSB: Reflective Thinking
AICPA: BB Critical Thinking; FN Measurement

29) Which of the following would be classified as an appraisal cost on a quality cost report?
A) Test and inspection of in-process goods.
B) Technical support provided to suppliers.
C) Debugging software errors.
D) Audits of the effectiveness of the quality system.

Answer: A
Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.; 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
Bloom's: Understand
AACSB: Reflective Thinking
AICPA: BB Critical Thinking; FN Measurement

30) Which of the following would be classified as a prevention cost on a quality cost report?
A) Debugging software errors.
B) Quality training.
C) Test and inspection of incoming materials.
D) Cost of field servicing and handling complaints.

Answer: B
Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.; 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
Bloom's: Understand
AACSB: Reflective Thinking
AICPA: BB Critical Thinking; FN Measurement

31) Which of the following would be classified as an appraisal cost on a quality cost report?
A) Quality improvement projects.
B) Supplies used in testing and inspection.
C) Audits of the effectiveness of the quality system.
D) Quality data gathering, analysis, and reporting.

Answer: B
Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
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32) Which of the following would be classified as an internal failure cost on a quality cost report?
A) Final product testing and inspection.
B) Warranty repairs and replacements.
C) Depreciation of test equipment.
D) Debugging software errors.

Answer: D
Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.; 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
Bloom's: Understand
AACSB: Reflective Thinking
AICPA: BB Critical Thinking; FN Measurement

33) Which of the following would be classified as a prevention cost on a quality cost report?
A) Disposal of defective products.
B) Net cost of spoilage.
C) Depreciation of test equipment.
D) Technical support provided to suppliers.

Answer: D
Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.; 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
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AACSB: Reflective Thinking
AICPA: BB Critical Thinking; FN Measurement

34) Which of the following would be classified as an external failure cost on a quality cost report?
A) Depreciation of test equipment.
B) Repairs and replacements beyond the warranty period.
C) Supplies used in testing and inspection.
D) Re-entering data because of keying errors.

Answer: B
Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.; 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
Bloom's: Understand
AACSB: Reflective Thinking
AICPA: BB Critical Thinking; FN Measurement

35) Which of the following would be classified as an internal failure cost on a quality cost report?
A) Rework labor and overhead.
B) Cost of field servicing and handling complaints.
C) Technical support provided to suppliers.
D) Lost sales arising from a reputation for poor quality.

Answer: A
Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.; 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
Bloom's: Understand
AACSB: Reflective Thinking
AICPA: BB Critical Thinking; FN Measurement

36) Which of the following would be classified as an external failure cost on a quality cost report?
A) Re-entering data because of keying errors.
B) Repairs and replacements beyond the warranty period.
C) Disposal of defective products.
D) Technical support provided to suppliers.

Answer: B
Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.; 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
Bloom's: Understand
AACSB: Reflective Thinking
AICPA: BB Critical Thinking; FN Measurement

37) Which of the following would be classified as an internal failure cost on a quality cost report?
A) Rework labor and overhead.
B) Technical support provided to suppliers.
C) Quality improvement projects.
D) Systems development.

Answer: A
Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.; 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
Bloom's: Understand
AACSB: Reflective Thinking
AICPA: BB Critical Thinking; FN Measurement

38) Which of the following would be classified as an external failure cost on a quality cost report?
A) Depreciation of test equipment.
B) Test and inspection of in-process goods.
C) Test and inspection of incoming materials.
D) Warranty repairs and replacements.

Answer: D
Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.; 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
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AACSB: Reflective Thinking
AICPA: BB Critical Thinking; FN Measurement

39) Which of the following would be classified as an appraisal cost on a quality cost report?
A) Debugging software errors.
B) Supplies used in testing and inspection.
C) Re-entering data because of keying errors.
D) Warranty repairs and replacements.

Answer: B
Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.; 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
Bloom's: Understand
AACSB: Reflective Thinking
AICPA: BB Critical Thinking; FN Measurement

40) Which of the following would be classified as a prevention cost on a quality cost report?
A) Supplies used in testing and inspection.
B) Debugging software errors.
C) Quality improvement projects.
D) Lost sales arising from a reputation for poor quality.

Answer: C
Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
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Bloom's: Understand
AACSB: Reflective Thinking
AICPA: BB Critical Thinking; FN Measurement

41) Which of the following would be classified as an appraisal cost on a quality cost report?
A) Maintenance of test equipment.
B) Re-entering data because of keying errors.
C) Debugging software errors.
D) Warranty repairs and replacements.

Answer: A
Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.; 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
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42) Adolphson Corporation has provided the following summary of its quality cost report for the last two years:

Summary of Quality Cost Report

(in thousands)

	This Year	Last Year	% Change
Prevention costs	$ 300	$ 200	+50
Appraisal costs	315	210	+50
Internal failure costs	114	190	−40
External failure costs	621	1,200	−48
Total quality costs	$ 1,350	$ 1,800	−25

On the basis of this report, which one of the following statements is most likely correct?
A) An increase in prevention and appraisal costs resulted in fewer defects, and therefore, resulted in a decrease in internal and external failure costs.
B) A decrease in internal and external failure costs resulted in less need for prevention and appraisal costs.
C) Quality costs such as scrap and rework decreased by 48%.
D) Quality costs such as returns and repairs under warranty decreased by 40%.

Answer: A
Difficulty: 2 Medium
Topic: Quality Cost Reports
Learning Objective: 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
Bloom's: Understand
AACSB: Analytical Thinking
AICPA: BB Critical Thinking; FN Decision Making

43) Fackler Company's quality cost report is to be based on the following data:

Quality circles	$ 12,000
Product recalls	$ 24,000
Supplies used in testing and inspection	$ 87,000
Net cost of scrap	$ 59,000
Liability arising from defective products	$ 38,000
Re-entering data because of keying errors	$ 65,000
Debugging software errors	$ 19,000
Test and inspection of incoming materials	$ 65,000
Quality data gathering, analysis, and reporting	$ 55,000

What would be the total prevention cost appearing on the quality cost report?
A) $99,000
B) $67,000
C) $120,000
D) $79,000

Answer: B
Explanation: Total prevention cost = $12,000 + $55,000 = $67,000
Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.; 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
Bloom's: Apply
AACSB: Analytical Thinking
AICPA: BB Critical Thinking; FN Measurement

44) Fackler Company's quality cost report is to be based on the following data:

Quality circles	$ 12,000
Product recalls	$ 24,000
Supplies used in testing and inspection	$ 87,000
Net cost of scrap	$ 59,000
Liability arising from defective products	$ 38,000
Re-entering data because of keying errors	$ 65,000
Debugging software errors	$ 19,000
Test and inspection of incoming materials	$ 65,000
Quality data gathering, analysis, and reporting	$ 55,000

What would be the total appraisal cost appearing on the quality cost report?
A) $130,000
B) $152,000
C) $146,000
D) $219,000

Answer: B
Explanation: Total appraisal cost = $87,000 + $65,000 = $152,000
Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.; 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
Bloom's: Apply
AACSB: Analytical Thinking
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45) Fackler Company's quality cost report is to be based on the following data:

Quality circles	$ 12,000
Product recalls	$ 24,000
Supplies used in testing and inspection	$ 87,000
Net cost of scrap	$ 59,000
Liability arising from defective products	$ 38,000
Re-entering data because of keying errors	$ 65,000
Debugging software errors	$ 19,000
Test and inspection of incoming materials	$ 65,000
Quality data gathering, analysis, and reporting	$ 55,000

What would be the total internal failure cost appearing on the quality cost report?
A) $143,000
B) $146,000
C) $97,000
D) $43,000

Answer: A
Explanation: Total internal failure cost = $59,000 + $65,000 + $19,000 = $143,000
Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.; 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
Bloom's: Apply
AACSB: Analytical Thinking
AICPA: BB Critical Thinking; FN Measurement

46) Fackler Company's quality cost report is to be based on the following data:

Quality circles	$ 12,000
Product recalls	$ 24,000
Supplies used in testing and inspection	$ 87,000
Net cost of scrap	$ 59,000
Liability arising from defective products	$ 38,000
Re-entering data because of keying errors	$ 65,000
Debugging software errors	$ 19,000
Test and inspection of incoming materials	$ 65,000
Quality data gathering, analysis, and reporting	$ 55,000

What would be the total external failure cost appearing on the quality cost report?
A) $57,000
B) $62,000
C) $205,000
D) $424,000

Answer: B
Explanation: Total external failure cost = $24,000 + $38,000 = $62,000
Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.; 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
Bloom's: Apply
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47) Circle K Toys, Inc. manufactures toys and children's clothing and sells these products to retail outlets. The following costs were incurred in performing quality activities at Circle K during the year:

Product recall activities	$ 370,000
Quality training activities	$ 240,000
Quality improvement activities	$ 154,000
Warranty claim activities	$ 109,000
Quality inspection and testing activities	$ 61,000
Rework activities	$ 38,000
Quality data collection and reporting activities	$ 15,000

What is the total of the prevention costs for Circle K?
A) $394,000
B) $409,000
C) $455,000
D) $470,000

Answer: B
Explanation: Prevention costs = Quality training activities + Quality improvement activities + Quality data collection and reporting activities = $240,000 + $154,000 + $15,000 = $409,000
Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.; 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
Bloom's: Apply
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Quality training activities	$ 240,000
Quality improvement activities	$ 154,000
Warranty claim activities	$ 109,000
Quality inspection and testing activities	$ 61,000
Rework activities	$ 38,000
Quality data collection and reporting activities	$ 15,000

What is the total of the internal failure costs for Circle K?
A) $53,000
B) $99,000
C) $517,000
D) $38,000

Answer: D
Explanation: Internal failure costs = Rework activities = $38,000
Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.; 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
Bloom's: Apply
AACSB: Analytical Thinking
AICPA: BB Critical Thinking; FN Measurement

49) Eaglin Company's quality cost report is to be based on the following data:

Disposal of defective products	$ 74,000
Liability arising from defective products	$ 66,000
Test and inspection of in-process goods	$ 82,000
Systems development	$ 11,000
Net cost of spoilage	$ 75,000
Supervision of testing and inspection activities	$ 93,000
Lost sales due to poor quality	$ 44,000
Maintenance of test equipment	$ 19,000
Quality data gathering, analysis, and reporting	$ 51,000

What would be the total prevention cost appearing on the quality cost report?
A) $55,000
B) $30,000
C) $62,000
D) $133,000

Answer: C
Explanation: Total prevention cost = $11,000 + $51,000 = $62,000
Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.; 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
Bloom's: Apply
AACSB: Analytical Thinking
AICPA: BB Critical Thinking; FN Measurement

50) Eaglin Company's quality cost report is to be based on the following data:

Disposal of defective products	$ 74,000
Liability arising from defective products	$ 66,000
Test and inspection of in-process goods	$ 82,000
Systems development	$ 11,000
Net cost of spoilage	$ 75,000
Supervision of testing and inspection activities	$ 93,000
Lost sales due to poor quality	$ 44,000
Maintenance of test equipment	$ 19,000
Quality data gathering, analysis, and reporting	$ 51,000

What would be the total appraisal cost appearing on the quality cost report?
A) $194,000
B) $175,000
C) $112,000
D) $167,000

Answer: A
Explanation: Total appraisal cost = $82,000 + $93,000 + $19,000 = $194,000
Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.; 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
Bloom's: Apply
AACSB: Analytical Thinking
AICPA: BB Critical Thinking; FN Measurement

51) Eaglin Company's quality cost report is to be based on the following data:

Disposal of defective products	$ 74,000
Liability arising from defective products	$ 66,000
Test and inspection of in-process goods	$ 82,000
Systems development	$ 11,000
Net cost of spoilage	$ 75,000
Supervision of testing and inspection activities	$ 93,000
Lost sales due to poor quality	$ 44,000
Maintenance of test equipment	$ 19,000
Quality data gathering, analysis, and reporting	$ 51,000

What would be the total internal failure cost appearing on the quality cost report?
A) $119,000
B) $149,000
C) $156,000
D) $140,000

Answer: B
Explanation: Total internal failure cost = $74,000 + $75,000 = $149,000
Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.; 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
Bloom's: Apply
AACSB: Analytical Thinking
AICPA: BB Critical Thinking; FN Measurement

52) Eaglin Company's quality cost report is to be based on the following data:

Disposal of defective products	$ 74,000
Liability arising from defective products	$ 66,000
Test and inspection of in-process goods	$ 82,000
Systems development	$ 11,000
Net cost of spoilage	$ 75,000
Supervision of testing and inspection activities	$ 93,000
Lost sales due to poor quality	$ 44,000
Maintenance of test equipment	$ 19,000
Quality data gathering, analysis, and reporting	$ 51,000

What would be the total external failure cost appearing on the quality cost report?
A) $259,000
B) $110,000
C) $119,000
D) $515,000

Answer: B
Explanation: Total external failure cost = $66,000 + $44,000 = $110,000
Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.; 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
Bloom's: Apply
AACSB: Analytical Thinking
AICPA: BB Critical Thinking; FN Measurement

53) Fabrick Company's quality cost report is to be based on the following data:

Lost sales due to poor quality	$ 78,000
Quality data gathering, analysis, and reporting	$ 23,000
Net cost of spoilage	$ 88,000
Re-entering data because of keying errors	$ 98,000
Test and inspection of in-process goods	$ 24,000
Final product testing and inspection	$ 78,000
Statistical process control activities	$ 49,000
Returns arising from quality problems	$ 16,000
Downtime caused by quality problems	$ 26,000

What would be the total prevention cost appearing on the quality cost report?
A) $101,000
B) $72,000
C) $73,000
D) $96,000

Answer: B
Explanation: Total prevention cost = $23,000 + $49,000 = $72,000
Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.; 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
Bloom's: Apply
AACSB: Analytical Thinking
AICPA: BB Critical Thinking; FN Measurement

54) Fabrick Company's quality cost report is to be based on the following data:

Lost sales due to poor quality	$ 78,000
Quality data gathering, analysis, and reporting	$ 23,000
Net cost of spoilage	$ 88,000
Re-entering data because of keying errors	$ 98,000
Test and inspection of in-process goods	$ 24,000
Final product testing and inspection	$ 78,000
Statistical process control activities	$ 49,000
Returns arising from quality problems	$ 16,000
Downtime caused by quality problems	$ 26,000

What would be the total appraisal cost appearing on the quality cost report?
A) $122,000
B) $174,000
C) $104,000
D) $102,000

Answer: D
Explanation: Total appraisal cost = $24,000 + $78,000 = $102,000
Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.; 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
Bloom's: Apply
AACSB: Analytical Thinking
AICPA: BB Critical Thinking; FN Measurement

55) Fabrick Company's quality cost report is to be based on the following data:

Lost sales due to poor quality	$ 78,000
Quality data gathering, analysis, and reporting	$ 23,000
Net cost of spoilage	$ 88,000
Re-entering data because of keying errors	$ 98,000
Test and inspection of in-process goods	$ 24,000
Final product testing and inspection	$ 78,000
Statistical process control activities	$ 49,000
Returns arising from quality problems	$ 16,000
Downtime caused by quality problems	$ 26,000

What would be the total internal failure cost appearing on the quality cost report?
A) $212,000
B) $166,000
C) $122,000
D) $114,000

Answer: A
Explanation: Total internal failure cost = $88,000 + $98,000 + $26,000 = $212,000
Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.; 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
Bloom's: Apply
AACSB: Analytical Thinking
AICPA: BB Critical Thinking; FN Measurement

56) Fabrick Company's quality cost report is to be based on the following data:

Lost sales due to poor quality	$ 78,000
Quality data gathering, analysis, and reporting	$ 23,000
Net cost of spoilage	$ 88,000
Re-entering data because of keying errors	$ 98,000
Test and inspection of in-process goods	$ 24,000
Final product testing and inspection	$ 78,000
Statistical process control activities	$ 49,000
Returns arising from quality problems	$ 16,000
Downtime caused by quality problems	$ 26,000

What would be the total external failure cost appearing on the quality cost report?
A) $94,000
B) $480,000
C) $104,000
D) $306,000

Answer: A
Explanation: Total external failure cost = $78,000 + $16,000 = $94,000
Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.; 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
Bloom's: Apply
AACSB: Analytical Thinking
AICPA: BB Critical Thinking; FN Measurement

57) Eagleson Company's quality cost report is to be based on the following data:

Net cost of scrap	$ 75,000
Liability arising from defective products	$ 32,000
Warranty repairs and replacements	$ 80,000
Re-entering data because of keying errors	$ 75,000
Supplies used in testing and inspection	$ 18,000
Quality data gathering, analysis, and reporting	$ 62,000
Final product testing and inspection	$ 21,000
Test and inspection of in-process goods	$ 44,000
Systems development	$ 45,000

What would be the total prevention cost appearing on the quality cost report?
A) $107,000
B) $125,000
C) $84,000
D) $89,000

Answer: A
Explanation: Total prevention cost = $62,000 + $45,000 = $107,000
Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.; 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
Bloom's: Apply
AACSB: Analytical Thinking
AICPA: BB Critical Thinking; FN Measurement

58) Eagleson Company's quality cost report is to be based on the following data:

Net cost of scrap	$ 75,000
Liability arising from defective products	$ 32,000
Warranty repairs and replacements	$ 80,000
Re-entering data because of keying errors	$ 75,000
Supplies used in testing and inspection	$ 18,000
Quality data gathering, analysis, and reporting	$ 62,000
Final product testing and inspection	$ 21,000
Test and inspection of in-process goods	$ 44,000
Systems development	$ 45,000

What would be the total appraisal cost appearing on the quality cost report?
A) $93,000
B) $62,000
C) $39,000
D) $83,000

Answer: D
Explanation: Total appraisal cost = $18,000 + $21,000 + $44,000 = $83,000
Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.; 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
Bloom's: Apply
AACSB: Analytical Thinking
AICPA: BB Critical Thinking; FN Measurement

59) Eagleson Company's quality cost report is to be based on the following data:

Net cost of scrap	$ 75,000
Liability arising from defective products	$ 32,000
Warranty repairs and replacements	$ 80,000
Re-entering data because of keying errors	$ 75,000
Supplies used in testing and inspection	$ 18,000
Quality data gathering, analysis, and reporting	$ 62,000
Final product testing and inspection	$ 21,000
Test and inspection of in-process goods	$ 44,000
Systems development	$ 45,000

What would be the total internal failure cost appearing on the quality cost report?
A) $155,000
B) $150,000
C) $96,000
D) $107,000

Answer: B
Explanation: Total internal failure cost = $75,000 + $75,000 = $150,000
Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.; 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
Bloom's: Apply
AACSB: Analytical Thinking
AICPA: BB Critical Thinking; FN Measurement

60) Eagleson Company's quality cost report is to be based on the following data:

Net cost of scrap	$ 75,000
Liability arising from defective products	$ 32,000
Warranty repairs and replacements	$ 80,000
Re-entering data because of keying errors	$ 75,000
Supplies used in testing and inspection	$ 18,000
Quality data gathering, analysis, and reporting	$ 62,000
Final product testing and inspection	$ 21,000
Test and inspection of in-process goods	$ 44,000
Systems development	$ 45,000

What would be the total external failure cost appearing on the quality cost report?
A) $262,000
B) $155,000
C) $112,000
D) $451,000

Answer: C
Explanation: Total external failure cost = $32,000 + $80,000 = $112,000
Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.; 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
Bloom's: Apply
AACSB: Analytical Thinking
AICPA: BB Critical Thinking; FN Measurement

61) Rigoletto Company's quality cost report is to be based on the following data:

Lost sales due to poor quality	$	24,000
Test and inspection of incoming materials	$	94,000
Rework labor and overhead	$	55,000
Test and inspection of in-process goods	$	32,000
Product recalls	$	47,000
Quality data gathering, analysis, and reporting	$	15,000
Disposal of defective products	$	88,000
Maintenance of test equipment	$	58,000
Quality engineering	$	98,000

Required:

Prepare a Quality Cost Report in good form with separate sections for prevention costs, appraisal costs, internal failure costs, and external failure costs.

Answer:

Prevention costs		
Quality engineering	$	98,000
Quality data gathering, analysis, and reporting		15,000
Total prevention cost		113,000
Appraisal costs		
Test and inspection of in-process goods		32,000
Maintenance of test equipment		58,000
Test and inspection of incoming materials		94,000
Total appraisal cost		184,000
Internal failure costs		
Disposal of defective products		88,000
Rework labor and overhead		55,000
Total internal failure cost		143,000
External failure costs		
Product recalls		47,000
Lost sales due to poor quality		24,000
Total external failure cost		71,000
Total quality cost	$	511,000

Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.; 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
Bloom's: Apply
AACSB: Analytical Thinking
AICPA: BB Critical Thinking; FN Measurement

62) Galaviz Company's quality cost report is to be based on the following data:

Net cost of spoilage	$	32,000
Test and inspection of in-process goods	$	56,000
Supplies used in testing and inspection	$	88,000
Quality engineering	$	60,000
Downtime caused by quality problems	$	89,000
Systems development	$	63,000
Supervision of testing and inspection activities	$	31,000
Cost of field servicing and handling complaints	$	39,000
Lost sales due to poor quality	$	62,000

Required:

Prepare a Quality Cost Report in good form with separate sections for prevention costs, appraisal costs, internal failure costs, and external failure costs.

Answer:

Prevention costs		
Systems development	$	63,000
Quality engineering		60,000
Total prevention cost		123,000
Appraisal costs		
Supplies used in testing and inspection		88,000
Supervision of testing and inspection activities		31,000
Test and inspection of in-process goods		56,000
Total appraisal cost		175,000
Internal failure costs		
Net cost of spoilage		32,000
Downtime caused by quality problems		89,000
Total internal failure cost		121,000
External failure costs		
Cost of field servicing and handling complaints		39,000
Lost sales due to poor quality		62,000
Total external failure cost		101,000
Total quality cost	$	520,000

Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.; 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
Bloom's: Apply
AACSB: Analytical Thinking
AICPA: BB Critical Thinking; FN Measurement

63) Gadsen Company's quality cost report is to be based on the following data:

Maintenance of test equipment	$	38,000
Quality training	$	40,000
Product recalls	$	89,000
Quality circles	$	29,000
Rework labor and overhead	$	34,000
Liability arising from defective products	$	16,000
Supervision of testing and inspection activities	$	50,000
Re-entering data because of keying errors	$	50,000
Supplies used in testing and inspection	$	36,000

Required:

Prepare a Quality Cost Report in good form with separate sections for prevention costs, appraisal costs, internal failure costs, and external failure costs.

Answer:

Prevention costs		
Quality circles	$	29,000
Quality training		40,000
Total prevention cost		69,000
Appraisal costs		
Maintenance of test equipment		38,000
Supervision of testing and inspection activities		50,000
Supplies used in testing and inspection		36,000
Total appraisal cost		124,000
Internal failure costs		
Re-entering data because of keying errors		50,000
Rework labor and overhead		34,000
Total internal failure cost		84,000
External failure costs		
Liability arising from defective products		16,000
Product recalls		89,000
Total external failure cost		105,000
Total quality cost	$	382,000

Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.; 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
Bloom's: Apply
AACSB: Analytical Thinking
AICPA: BB Critical Thinking; FN Measurement

64) Hartnett Company's quality cost report is to be based on the following data:

Depreciation of test equipment	$	80,000
Quality data gathering, analysis, and reporting	$	15,000
Warranty repairs and replacements	$	68,000
Net cost of scrap	$	93,000
Disposal of defective products	$	81,000
Debugging software errors	$	22,000
Statistical process control activities	$	21,000
Test and inspection of in-process goods	$	52,000
Product recalls	$	40,000

Required:

Prepare a Quality Cost Report in good form with separate sections for prevention costs, appraisal costs, internal failure costs, and external failure costs.

Answer:

Prevention costs		
Statistical process control activities	$	21,000
Quality data gathering, analysis, and reporting		15,000
Total prevention cost		36,000
Appraisal costs		
Test and inspection of in-process goods		52,000
Depreciation of test equipment		80,000
Total appraisal cost		132,000
Internal failure costs		
Net cost of scrap		93,000
Debugging software errors		22,000
Disposal of defective products		81,000
Total internal failure cost		196,000
External failure costs		
Warranty repairs and replacements		68,000
Product recalls		40,000
Total external failure cost		108,000
Total quality cost	$	472,000

Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.; 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
Bloom's: Apply
AACSB: Analytical Thinking
AICPA: BB Critical Thinking; FN Measurement

65) Harwood Company's quality cost report is to be based on the following data:

Depreciation of test equipment	$	94,000
Quality circles	$	54,000
Product recalls	$	20,000
Test and inspection of incoming materials	$	82,000
Debugging software errors	$	11,000
Rework labor and overhead	$	48,000
Technical support provided to suppliers	$	12,000
Net cost of scrap	$	29,000
Lost sales due to poor quality	$	74,000

Required:

Prepare a Quality Cost Report in good form with separate sections for prevention costs, appraisal costs, internal failure costs, and external failure costs.

Answer:

Prevention costs		
Quality circles	$	54,000
Technical support provided to suppliers		12,000
Total prevention cost		66,000
Appraisal costs		
Test and inspection of incoming materials		82,000
Depreciation of test equipment		94,000
Total appraisal cost		176,000
Internal failure costs		
Debugging software errors		11,000
Net cost of scrap		29,000
Rework labor and overhead		48,000
Total internal failure cost		88,000
External failure costs		
Product recalls		20,000
Lost sales due to poor quality		74,000
Total external failure cost		94,000
Total quality cost	$	424,000

Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.; 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
Bloom's: Apply
AACSB: Analytical Thinking
AICPA: BB Critical Thinking; FN Measurement

66) Galben Company's quality cost report is to be based on the following data:

Quality data gathering, analysis, and reporting	$	38,000
Supervision of testing and inspection activities	$	45,000
Liability arising from defective products	$	30,000
Technical support provided to suppliers	$	39,000
Disposal of defective products	$	72,000
Depreciation of test equipment	$	55,000
Downtime caused by quality problems	$	96,000
Test and inspection of in-process goods	$	69,000
Cost of field servicing and handling complaints	$	52,000

Required:

Prepare a Quality Cost Report in good form with separate sections for prevention costs, appraisal costs, internal failure costs, and external failure costs.

Answer:

Prevention costs		
Technical support provided to suppliers	$	39,000
Quality data gathering, analysis, and reporting		38,000
Total prevention cost		77,000
Appraisal costs		
Test and inspection of in-process goods		69,000
Supervision of testing and inspection activities		45,000
Depreciation of test equipment		55,000
Total appraisal cost		169,000
Internal failure costs		
Disposal of defective products		72,000
Downtime caused by quality problems		96,000
Total internal failure cost		168,000
External failure costs		
Cost of field servicing and handling complaints		52,000
Liability arising from defective products		30,000
Total external failure cost		82,000
Total quality cost	$	496,000

Difficulty: 2 Medium
Topic: Cost of Quality; Quality Cost Reports
Learning Objective: 01-07 (Appendix 1A) Identify the four types of quality costs and explain how they interact.; 01-08 (Appendix 1A) Prepare and interpret a quality cost report.
Bloom's: Apply
AACSB: Analytical Thinking
AICPA: BB Critical Thinking; FN Measurement