

EE382 1/2022

### Group Assignment 7: Service quality part 2

1. Give examples of cost of quality of your group service industry in terms of prevention cost, detection cost, internal failure cost and external failure cost.
2. Give one or more examples of your group industry unconditional (or conditional) service guarantee.
3. Give examples of your group industry service recovery when service failures occur.

Deadline: October 27<sup>th</sup>, 2022 (midnight)

Note: Please name your file in the group assignment folder as

**Assignment\_7\_Service\_quality\_part\_2**