

Question: 1

_____ defects are more expensive to correct when found during the UAT phase than during other phases.

- A. Requirements Phase
- B. Design Phase
- C. Testing Phase
- D. None

Answer: A

Question: 2

A determination of the current internal level of performance in one or more clearly defined areas is the definition of _____.

- A. Baselineing
- B. Benchmarking
- C. Regression Analysis
- D. Inspection

Answer: A

Question: 3

Code Debug, Re-test, and Post Warranty Maintenance are the examples for:

- A. Preventive Cost
- B. Appraisal Costs
- C. Failure Costs
- D. All the above
- E. None of the above

Answer: C

Question: 4

Force Field Analysis is a structured approach for identifying and evaluating the forces that will promote, encourage, and support change and those that will resist change.

- A. True
- B. False

Answer: A

Question: 5

Force Field Analysis is a structured approach for identifying and evaluating the forces that will promote, encourage, and support change and those that will resist change. These forces are:

- A. Driving Forces
- B. Restraining Forces
- C. Resolving Forces
- D. A and B
- E. B and C

Answer: D

Question: 6

Inspections, reviews, and dynamic testing are _____ activities in the Software Development Lifecycle (SDLC).

- A. Training
- B. Quality Assurance
- C. TQM
- D. Quality Control
- E. Risk Analysis

Answer: D

Question: 7

It is essential to establish a _____ before the improvement activities are undertaken so it is possible to demonstrate the nature and extent of improvement.

- A. Baseline
- B. Defined Process
- C. Training Program
- D. All the above
- E. None of the above

Answer: A

Question: 8

Philip Crosby's book _____ articulates the Four Absolutes of Quality Management.

- A. Hygiene Motivation Theory
- B. Quality is Free
- C. Peopleware
- D. Out of Crisis

Answer: B

Question: 9

Quality Assurance is defined as those activities which are designed to _____ defects.

- A. Detect
- B. Reduce
- C. Prevent
- D. Remove

Answer: C

Question: 10

Quality Assurance is defined as those activities which are designed to prevent defects.
Which of the following is an example of Quality Assurance?

- A. Conduct reviews / inspection
- B. Conduct a test to prevent defects reaching customers
- C. Perform root cause analysis on systemic process errors
- D. Conduct end-user training

Answer: C

Question: 11

Quality Assurance is defined as those activities which are designed to:

- A. Prevent defects from occurring
- B. Improves a product's quality
- C. Track problems reported to closure
- D. None of the above
- E. All of the above

Answer: A

Question: 12

Quality Control activities are what type of cost in the Cost of Quality concept?

- A. Product Cost
- B. Appraisal Cost
- C. Preventive Cost
- D. Failure Cost

Answer: B

Question: 13

Quality Control is defined as those activities which are designed to _____ defects.

- A. Detect
- B. Reduce
- C. Prevent
- D. Remove

Answer: A

Question: 14

Quality is an attribute of:

- A. A Product
- B. A Service
- C. A Process
- D. All of the above
- E. None of the above

Answer: D

Question: 15

Quality Management is defined as an approach which uses decisions based on:

- A. Budget, Schedule, Information
- B. Logic, Facts, Schedule
- C. Facts, Data, Logic
- D. None of the above

Answer: C

Question: 16

The _____ is used to organize large quantities of suggestions, ideas, and comments into groupings for later analysis.

- A. Affinity Diagram
- B. Cause-and-Effect Diagram
- C. Control Chart
- D. Regression Analysis
- E. Bar Chart

Answer: A

Question: 17

The "Cause and Effect Diagram" is used to:

- A. Enhance Customer Satisfaction
- B. Perform Root Cause Analysis
- C. Reducing Product Costs
- D. None of the above

Answer: B

Question: 18

The advantage of the Earned Value approach is that it allows the early detection of slippage by using an industry standard approach to:

- A. Measure a project's actual progress
- B. Forecast both project completion date and final cost
- C. Track schedule and budget throughout the project life cycle
- D. All of the above
- E. None of the above

Answer: D

Question: 19

The application of the Pareto Principle helps to focus an organization's attention on the critical few issues or activities that will result in the greatest benefit. What percentage are typically referred to as the "critical few"?

- A. 20%
- B. 40%
- C. 60%
- D. 80%

Answer: A

Question: 20

The components that make up the cost-of-quality are:

- A. Preventive, Appraisal, and Failure Costs
- B. Preventive, Dynamic Testing, and Static Testing
- C. Productivity, Efficiency, Effectiveness, and Reliability
- D. Run Chart, Pareto Chart, Scatter Plot, and Histogram
- E. None of the above

Answer: A

Question: 21

The Earned Value approach compares information about the amount of work planned to what has actually been completed.

- A. True
- B. False

Answer: A

Question: 22

The Plan, Do, Check, Act Cycle is a methodological approach to applying the concepts of:

- A. Cost Reduction
- B. Continuous Improvement
- C. Earned Value
- D. Quality Assurance
- E. None of the above

Answer: B

Question: 23

Affinity Diagram is a tool which is normally used in conjunction with:

- A. Control Charts
- B. Brainstorming
- C. Scatter Plots
- D. Benchmarking

Answer: B

Question: 24

The Quality Trilogy identified by Juran includes:

- A. People, Process, Technology
- B. Planning, Improvement, Control
- C. Goal, Question, Metric
- D. Plan, Do, Check

Answer: B