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QUESTION NO: 1

A process/activity during which a high number of defects occur is known as a defect-prone process.

- A. True
- B. False

ANSWER: A

QUESTION NO: 2

Which two elements are the major causes of documentation problems? (Choose any Two)

- A. Forgetfulness
- B. Not enough time
- C. Personal attitudes
- D. Low priority

ANSWER: C D

QUESTION NO: 3

Which of the processes includes all activities of the performing organization that determines policies and responsibilities of a project?

- A. Performance quality control
- B. Performance plan management
- C. Project quality management
- D. Quality control management

ANSWER: C

QUESTION NO: 4

Choose the two options that are incorrect about the listening skill:

- A. Listening involves three steps: hearing, attending, feedback

- B. You should ask questions to the speaker to confirm what he or she is saying.
- C. Listening is a skill that is taught to young children

ANSWER: A C

QUESTION NO: 5

Policies provide _____ (Select any Two Options)

- A. Detailed prescription to decision makers
- B. Guidance to decision makers
- C. Broad direction to decision makers

ANSWER: B C

QUESTION NO: 6

Which of the following test approaches is not a structured test approach?

- A. Load / stress Testing Approach
- B. Operations Testing Approach
- C. Regression Testing Approach
- D. None of the above

ANSWER: C

QUESTION NO: 7

The National Quality Awards provide a basis for successful benchmarking against other companies.

- A. True
- B. False

ANSWER: A

QUESTION NO: 8

A large portion of the cost of quality is usually the cost of rework.

A. True

B. False

ANSWER: A