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QUESTION 1

One of the key concepts of a task force is that the leader be an expert in leading groups as opposed to an expert in a typical area.

A. True

B. False

Correct Answer: A

QUESTION 2

The essence of a quality internal product is:

A. Customer satisfaction

B. Improving internal processes

C. Delivering the right product

Correct Answer: A

QUESTION 3

Productivity is increased if value is added to a product.

A. True

B. False

Correct Answer: A

QUESTION 4

Within an organization, a service-level agreement is most effective when it is an ongoing negotiation and improvement process.

A. True

B. False

Correct Answer: A

QUESTION 5

Software testing accounts for what percent of software development costs?

A. 10-20

B. 5-10

C. 70-80

D. 40-50

Correct Answer: D

QUESTION 6

Sheela is told to prepare a report on the most commonly occurring product defects. She reviews the software defect reports, which categorize the defects as coding errors, requirements errors, documentation errors, etc. The best tool to report this information is:

A. A cause and effect diagram

B. A scatter plot

C. A histogram

D. A Pareto diagram

Correct Answer: D

QUESTION 7

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

Correct Answer: CD

QUESTION 8

The term "Defect" is related to the term "Fault" because a fault is a defect, which has not yet been identified.

A. True

B. False

Correct Answer: A

QUESTION 9

A unit level test plan should be input to a system or integration level test plan.

A. True

B. False

Correct Answer: A

QUESTION 10

About the Malcolm Baldridge National Quality Award, identify the incorrect statement about the implementation of the strategies.

A. Understanding of the strategies for quality excellence

B. Understanding of the requirements for quality excellence

C. Sharing of information on successful strategies and on the benefits derived

D. Awareness of quality as an increasingly important element in competitiveness

Correct Answer: A

QUESTION 11

Quality can be separated from the controls associated with it?

A. True

B. False

Correct Answer: B

QUESTION 12

Vision is a clear definition of the result you are trying to achieve.

A. True

B. False

Correct Answer: A

QUESTION 13

Acceptance testing means:

A. Testing after changes have been made to ensure that no unwanted changes were introduced

B. Testing performed on a single stand-alone module or unit of code

C. Testing to ensure that the system meets the needs of the organization and the end user.

Correct Answer: C

QUESTION 14

After you have agreed on what action to take, you should repeat it back to your customer and ask your customer if it is agreeable

A. True

B. False

Correct Answer: A

QUESTION 15

The scope, management and analysis of data depend upon _____.

A. The type of business, its resources

B. Number and geographical distribution of business units

C. All of the above

Correct Answer: C

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