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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



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