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QUESTION NO: 1

Quality control relates to a specific product or service.

- A. True
- B. False

ANSWER: A

QUESTION NO: 2

Achieving quality requires:

- A. Exceeding the customer's expectations
- B. Focusing on the customer
- C. Meeting all the definitions of quality
- D. All the above
- E. Understanding the customer's expectations

ANSWER: D

QUESTION NO: 3

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: 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

A process allows the same quality to be replicated from product to product, often by the use of standards and procedures.

- A. True
- B. False

ANSWER: A

QUESTION NO: 6

Competitive and benchmark data are essential for planning quality leadership because they make possible clear and objective quality comparisons.

- A. True
- B. False

ANSWER: A

QUESTION NO: 7

Configuration management can be applied to non-test changes.

- A. True
- B. False

ANSWER: A

QUESTION NO: 8

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