

## CABA<sup>Q&As</sup>

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## QUESTION 1

The following are the major characteristics of Quality Management, EXCEPT:

- A. Continuous Improvement
- B. Lack of Customer Focus
- C. Manage Toward Results
- D. Manage with Facts

Correct Answer: B

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## QUESTION 2

\_\_\_\_\_ is the degree to which a measure actually measures what it was intended to measure.

- A. Reliability
- B. Validity
- C. Simplicity
- D. Calibration

Correct Answer: B

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## QUESTION 3

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

Correct Answer: B

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## QUESTION 4

Revenue is also referred to as:

- A. Bottom Line
- B. Top Line

- C. Net Before Taxes
- D. All of the above
- E. None of the above

Correct Answer: B

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## QUESTION 5

Which process measure focuses on how well the product or service performs in the customer environment?

- A. Process Measure
- B. Output Measures
- C. Outcome Measures
- D. Community Measures

Correct Answer: C

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