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QUESTION 1

Policies provide _____ (Select any Two Options)

A. Detailed prescription to decision makers

B. Guidance to decision makers

C. Broad direction to decision makers

Correct Answer: BC

QUESTION 2

Quality department or officer / regulatory affairs office or officer is a prerequisite for eligibility under leadership criteria.

A. True

B. False

Correct Answer: B

QUESTION 3

Evaluations for strategic quality planning do not depend upon.

A. How planning activities are organized

B. Whether or not the company has a planning department or officer

C. A and B Above

Correct Answer: C

QUESTION 4

The more common benefits associated with a service-level agreement are:

A. Establish two-way accountability

B. Make complaining easy

C. Provide the basis for an IS budget

D. When Testing is over it becomes QA

Correct Answer: D

QUESTION 5

Pick the best tactic to use in constructive criticism to help the worker understand his or her solution to the criticism.

A. Criticize the individual rather than the product, because the individual creates problems with the product.

B. Be prepared to help your subordinate improve his or her performance.

C. Do it in public, while others are listening, so they too can learn from other people\'s mistakes.

D. Explain to the employee what will happen to his or her career if the employee\'s behavior doesn\'t change.

Correct Answer: B

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