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## QUESTION 1

In the new quality management philosophy, the emphasis must be on: A. Defect Identification

B. Quality Control

C. Reducing Rework

D. Catching Defects

Correct Answer: C

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## QUESTION 2

COQ is also known as \"Price of Non-Conformance\".

A. True

B. False

Correct Answer: A

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## QUESTION 3

Example of a test activity to be performed during Maintenance Phase is:

A. Determine Test Strategy

B. Modify and Retest

C. Determine Adequacy of Design

D. Design Phase Activities

Correct Answer: B

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## QUESTION 4

Which one of the following is NOT a step for benchmarking to establish a baseline goal?

A. Develop a clearly defined baseline in your organization

B. Select a \"process model\" for the organization

C. Identify the organizations you desire to baseline against

D. Compare baseline calculations

Correct Answer: B

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## QUESTION 5

A common term that is used today for contracting for software development is "performance based contracting." Performance based contracting means:

- A. The previous performance of a contractor is a critical success factor
- B. The performance criteria for a contractor will be defined in the contract
- C. The performance of the software will be defined in the contract
- D. The contractor will receive a bonus if performance exceeds the contract provisions

Correct Answer: B

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## QUESTION 6

The purpose of a security awareness program is to achieve all of the following objectives, EXCEPT:

- A. Have individuals understand their security roles or responsibility
- B. Have individuals understand the organization's security policy
- C. Have individuals implement security practices into their software
- D. Have individuals understand the security controls in place to protect IT resources

Correct Answer: C

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## QUESTION 7

One of the primary objectives of process control is to:

- A. Reduce Variability
- B. Increase Competition
- C. Improve Metrics
- D. Find Root Causes

Correct Answer: A

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## QUESTION 8

Which of the following attributes of a process are associated with measurement?

- A. Policy
- B. Procedure

C. Standard

D. Guideline

E. Charter

Correct Answer: C

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## QUESTION 9

Which ISO model covers the software life cycle from concept through retirement?

A. ISO / IEC 15504

B. ISO 9001

C. ISO / IEC 12207

D. ISO 9000 Family of Standards

Correct Answer: C

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## QUESTION 10

Which of the following is not included in 'Failure Cost' under 'Cost of Quality'?

A. Rework Cost

B. Complaints

C. Inspection Cost

D. Damage Claims

Correct Answer: C

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## QUESTION 11

A questionnaire has a question that rates "satisfaction" on a scale of 1 to 5 where 1 is poor satisfaction and 5 is high satisfaction. The data type for the variable "satisfaction" is:

A. Ratio

B. Ordinal

C. Nominal

D. Interval

Correct Answer: B

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## QUESTION 12

Which of the following defines special cause of variation?

- A. Variation between the upper and lower control limits
- B. Variation not present in the process
- C. Conditions that regularly contribute to variability
- D. Contributes a small portion to control variation of process outputs
- E. Regular contributors to variability

Correct Answer: B

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## QUESTION 13

Statistical Process Control is used to measure:

- A. Productivity
- B. Variance in Processing
- C. Compliance to Standards
- D. Defect Rates

Correct Answer: B

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## QUESTION 14

While unit testing should be done, it is not necessary to spend the time and effort to develop and document the unit test plan and cases because it is conducted by the developers themselves.

- A. True
- B. False

Correct Answer: B

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## QUESTION 15

Which has frequently been referred to as the most difficult task in getting people to use the process?

- A. Determining the need for a process
- B. Writing the process

- C. Testing the process
- D. Deploying the process
- E. Improving the process

Correct Answer: D

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