

**CERTIFIED QUALITY ANALYST
(CQA) MOCK EXAMINATION**

**PART 1
KNOWLEDGE OF PRODUCT QUALITY**

EXAMINEE NAME:

_____KARANRAJ M__(17PW18)_____

INSTRUCTIONS

You will have up to 45 minutes to complete this section. A 10-minute warning will be given. If you complete the section early, you may take a break between examination parts. The test will be graded on number of correct answers.

1. To ensure effectiveness of checklists, checklists should have only yes and no responses.
 - a. True
 - b. False (✓)
2. Testing of the system to demonstrate system compliance with user requirements is
 - a. Black box testing
 - b. System testing
 - c. Independent testing
 - d. Acceptance testing (✓)
3. The cost of prevention, as a component of cost of quality, is represented by which of the following:
 - a. Establishment of the help desk
 - b. Software testing
 - c. Problem tracking
 - d. Conducting software inspections
 - e. End user training (✓)
4. Who has the primary responsibility for the "selling" of the quality culture?
 - a. The education department
 - b. The quality practitioner
 - c. Senior management (✓)
 - d. The CEO
5. Which is the most important practical & economical way of meeting customers needs.
 - a. Doing it right the first time (✓)
 - b. After - the - fact defect removal
 - c. QC during development
6. Measures that can be used to measure Quality include
 - a. Enhancements
 - b. Size
 - c. Complexity
 - d. Rework (✓)
7. Selection of tools is a
 - a. QC activity
 - b. QA activity (✓)
 - c. None of the above

8. The following is not a preventive cost :
- Field highlighting
 - Limit checks
 - Password (✓)
 - Check digits
9. The moderator of an inspection activity:
- is a team member
 - knows the product being inspected thoroughly
 - is an invisible leader (✓)
 - is the author of the product being inspected
10. Configuration management is **NOT** the process of
- Controlling the release of items through the life cycle
 - Recording & reporting the status of configurable items
 - Verifying the completeness of configurable items
 - Evaluating & scheduling changes to configurable items (✓)
11. Quality assurance is designed primarily to detect and correct defects, while quality control is oriented towards preventing defects from occurring.
- True
 - False (✓)
12. For locating errors which span modules, it is more effective to do
- Reviews (✓)
 - Testing
13. According to Edward Deming, one in ____ employees must spend the necessary ten years to become a statistician.
- 10
 - 500
 - 50
 - 100 (✓)
 - 1000
14. Given the following costs :
- | | |
|-------------------|------------------|
| Training: \$1000 | Coding : \$1000 |
| Analysis : \$1000 | Testing : \$1000 |
| Design : \$1000 | Rework: \$1000 |
- The cost of quality is:
- \$3000
 - \$4000
 - \$5000
 - \$6000 (✓)

15. Function Points
- a. provide a measure of the system size
 - b. can be used to compare different kinds of application systems (✓)
 - c. together with past data can be used to estimate future effort
 - d. all of the above
 - e. none of the above
16. Histogram provides corrective action for high-frequency causes of problems
- a. True
 - b. False (✓)
17. Which is not an objective of testing
- a. Determine whether system meets specifications
 - b. Determine whether system meets needs
 - c. Provide insight into Software Development Process
 - d. Aid in appraisal of Team Members (✓)
18. QA is a managerial function designed primarily to detect & correct defects.
- a. True (✓)
 - b. False
19. Resistance to change is normally because of
- a. Defiant attitude of workers
 - b. No direct benefits/incentives on change over
 - c. Lack of awareness / training on the new technology / process (✓)
 - d. All of above
20. If you were given a bar chart which showed defects by the phase in which they were introduced, in chronological order, you would have been handed a(n):
- a. Cause-effect diagram
 - b. Ishikawa diagram
 - c. Pareto chart (✓)
 - e. Control chart
 - f. None of above
21. The statement of an organization's commitment to quality is a:
- a. Policy (✓)
 - b. Vision
 - c. Mission
 - d. Goal

22. A form used to record the discrepancies found during QC activities is a
- a. Check-sheet
 - b. Review report
 - c. Test log
 - d. Defect log (✓)
 - e. None of the above
23. “To achieve client satisfaction by delivering solutions meeting client needs.” This statement is a:
- a. Vision
 - b. Mission (✓)
 - c. Goal
 - d. Principle
 - e. Policy
 - f. None of the above
24. “Searching for best practices that would help define superior performance of a product or a service” is:
- a. Baselineing
 - b. Benchmarking (✓)
 - c. Brain-storming
 - d. None of the above
25. Quality without timeliness and cost consideration is _____
- a. Meaningless (✓)
 - b. Beneficial
 - c. One of product deficiencies
 - d. Cheaper
26. Which is not an objective of prototyping
- a. Requirement Analysis (✓)
 - b. User Interface Development
 - c. Functional Development
 - d. Machine Performance Evaluation
 - e. Application Development
27. AQL means -
- a. Audit quality level
 - b. Audit quantity level
 - c. Accepted quality level (✓)

28. The most important task to do before a tool is acquired is to:
- a. Perform a cost/benefit analysis
 - b. Determine the need/objective for acquiring the tool (✓)
 - c. Ensure the tool fits into the long-range plan
 - d. Test to determine if the tool works according to vendor specifications
 - e. Perform a search of available tools
29. A defect is a
- a. Deviation from specification
 - b. Deviation from a standard
 - c. Anything that causes customer dissatisfaction
 - d. All of the above (✓)
 - e. None of the above
30. Which of the following is NOT a tool used by managers in management and planning:
- a. Affinity Diagram
 - b. Activity Network Diagram
 - c. Scatter Diagram
 - d. Matrix Diagram (✓)
31. The scoring system of National Quality Award Model is based on:
- a. Approach
 - b. Deployment
 - c. Result (✓)
 - d. All of the above
32. Three eligibility categories for the MBNQA are:
- a. Service, Large business, Small Business
 - b. Manufacturing, Large Business, Service
 - c. Service, Manufacturing, Small Business (✓)
 - d. None of the above
33. Six-Sigma quality is defined as:
- a. 4.3 defects per million parts
 - b. 3.4 defects per million parts (✓)
 - c. 3.3 defects per million parts
 - d. 4.4 defects per million parts
34. The concept that is an integral part of information technology function is :
- a. Meeting the requirements
 - b. Producing a quality product (✓)
 - c. Customer's view of quality is the correct view of quality.

35. Deming's principles aim to:
- a. Improve quality
 - b. To remove causes of failure
 - c. To help people to do a better job with less effort
 - d. All of the above (✓)
 - e. None of the above
36. The management cycle, as per the -----, comprises of plan, do, check and act.
- a. QAI's Quality Improvement Model (✓)
 - b. ISO 9001
 - c. SEI-CMM Model
37. The results of peer reviews should be presented to
- a. Author of the product & supervisor
 - b. QA function & the supervisor
 - c. Author & QA function (✓)
38. An Error once corrected, will not occur again. This applies to software also.
- a. True
 - b. False (✓)
39. Constructive Criticism is best carried out:
- a. In the presence of seniors
 - b. In the presence of peers
 - c. In private (✓)
 - d. All of the above
40. High Quality is synonymous with high cost.
- a. True (✓)
 - b. False
41. Quality is a _____ Responsibility.
- a. Staff
 - b. Line (✓)
 - c. Both

42. The responsibility of supervisor is to:
1. Teach subordinates how to perform
 2. Evaluate subordinate performance
 3. Assist and support workers until they become proficient
- a. 1 & 2
 - b. 1 & 3
 - c. 2 & 3
 - d. 1, 2 and 3 (✓)
43. Acceptable quality level is to accept some level of defects as normal and acceptable, as many believe that defect free information technology products are not practical or economical.
- a. True (✓)
 - b. False
44. ----- is the use of statistical techniques and tools to measure an ongoing process for change or stability.
- a. Quality improvement
 - b. Quality Control
 - c. Statistical process control (✓)
 - d. Product improvement
45. Which one of the following definitions of quality is more important.
- a. Quality means meeting requirements.
 - b. Quality means fit for use. (✓)
 - c. Both of them
46. Quality Assurance Dept should not have independent reporting line to senior management and they should report to middle management for better performance
- a. True
 - b. False (✓)
47. An activity that verifies compliance with policies and procedures and ensures that resources are conserved is
- a. an inspection
 - b. an audit (✓)
 - c. a review
 - d. an assessment

48. If a programmer follows a series of steps to make a program he is following a:

- a. Workbench (✓)
- b. Procedure

49. The first thing required for Quality to happen is :

- a. Commitment from the Quality Assurance Manager
- b. Mature understanding by all the employees
- c. Commitment from Management (✓)
- d. Quality Policy

50. Which of the CMM levels implies a defined process:

- a. Level One
- b. Level Two
- c. Level Three (✓)
- d. Level Four
- e. Level Five