A 1. Name the two types of audits conducted as per ISO ?

Ans: Internal & External

2. Which out of the two componets of Software Quality aims at preventing defects ?

And: Quality Reviews

3. The CMMi-Dev, Version 1.3 has got .. Process ares ?

ans: 22

4.Process quality focus on building the ?

And: Product Right

5.One of the CMMI level 5 Process area is ?

Ans: Orgabizational Performance

6. ....Tool Helps analyze problems all the way down to the root cause ?

Ans: Ishikawa Diagram

7. Measure of central tendency are ?

Ans: Mean, Median, Mode

8. Configuration Management does not involve ?

Ans: Defect Control

9.CMMIi best practices enable organizations to implement more robust high-maturity practices

Ans: Yes

10. Which of the statement defines Quality ?

Ans: Consistent performance of a uniform product, conforming to requirements and fit for use.

11. What is the acronym used for the software Quality factors?

Ans: FURPS

12. The complete root cause analysis must be?

Ans: All the above

13. What are defects?

Ans: Defect is refered as bug or fault

14. The PDCA cycle stands for ?

Ans: Plan, Do, Check & Act

15 Which of the following are Software size measure?

Ans: 100 programs

16.Configurations management helps to

Ans: Maintains versions

17. one of the six sigma philosophy ?

Ans: All the above

18.Three audit findings are ?

Ans: Non conformities, Observations and Best Practies

19. the current version for all the three constellations of CMMi is ?

Ans: 1.3

20. Name a few vocabulary of quality ?

Ans: Process,Defects & Products

21. Product realization can be "tailored to suit needs of organization" ?

Ans: Yes

22. ITIL Stands for

Ans:Information Technoloy infrastructure library

23. Does a standard exist for electrical interface ?

Ans:yes

24. Quality management system is

Ans:ISO 9001

25. Benifits of the following a right process is

Ans: Predictable and consistent results

26.there are two kinds of goals in each process areas of CMMi, they are

Ans: Specific and Generic

27.Name any three Quality control practices?

Ans: All the above

28.Which are the implicit features of software quality?

Ans: Ease of Use & Pleasant UI.

29. What are the methods used for establishing baselines ?

Ans:Customer surveys, Benchmarking, Assessments against industry standards & Assessments against managemnet criteria.

30. CMMi best practices enable organizations to more comply with relevant ISO standards?

Ans:Yes

31. Specifics the requirement for quality management system?

Ans: ISO 9001

32. Give a few examples of Product measurement?

Ans Size, Complexity, Customer perception.

33. Emphasis on Data analysis and continual improvement

Ans:Measurement, Analysis & improvement

34. Six sigma is an improvement methodology of business management system?

Ans:yes

35.What is producers point of view ?

Ans: if it conforms to the Statemnet of requirements that defines the product

36. What should the quality planning be integrated into ?

Ans: Software process

37.A model is used as a ..... for improvement of organizational processes

Ans: Guide

38. pareto principle stands for ?

Ans: 80/20 rule

39. What does the term "ISO" stand for ?

Ans: International Organization for Standardization

40. Cost of non conformance means?

Ans: Cost of rework

41. Which representation of CMMi defines capability level within each profile

Ans All o the above

42. A pictorial step-by-step representation of a process is ...

Ans:Flowchart

43. CMMi is What ?

Ans A Model

44 Which is a software sizemeasure?

Ans.KLOC ( Kilo lines of code )

45. Cause and Effect diagram is also known as

Ans.Fishbone diagram

46. Philip crosby a approach to Quality is ?

Ans:Conformance to requirements

47. What is a Process ?

Ans Privacy laws & increased accessibility to data

48. What has necessitated security ?

Ans Privacy laws & increased accessibility to data

49. CMMi contains two types of practices, they are ?

Ans Specific & Generic

50. The components in CMMi Framework are organized into ?

Ans.Constellations

=======================

1. What are some of the Quality control checks?

Ans: Review & Audits.

2. Bidirectional Traceability means?

Ans: Vertical & Horizontal Traceability

3. Which is a software size measure?

Ans: KLOC( Kilo Lines of code )

4. What should the QA analyst ensure ?

Ans: the output, i.e. product or service is economical and productive.

5. One of the Quality tools

Ans: all of the above

6.organization is a ....

Ans: Standard

7. Metrics are used for

Ans:All the Above

8. What is the most important prepequisite for major quality initiative implementation?

Ans: All the above

9. Standards exist for ?

Ans: All the above

10. Three components of cost of Quality are

Ans: Cost of Prevention, Cost of Appraisal and cost of Failure

11.Three audit findings are

Ans:Non conformities, Observations and Best Practices.

12. Enhance Customer satisfaction by

Ans:Continuous improvement using measurements

13. What does software quality comprise of?

Ans:Software Quality Planning, Software Quality Assurance & Spftware Quality Control

14. Cost of Non Conformance means`

Ans:Cost of rework

15. When to perform RCA ( Root cause analysis) ? An incident like?

Ans:all of the above

16.What is difference between Process and Product Quality

Ans:All of the above

17. Some times customer requests for ISO 9001 Certification ?

Ans:Yes

18.Which of the below is not a 7 QC tool

Ans:Pie Chart

19.A powerful approach to improving processes to do things better, faster, and at lower cost

Ans:Six sigma

20. What are the methods used for establishing baselines ?

Ans:Customer surveys, Benchmarking, Assessment against industry standards & assessments against management criteria.

21. One of the CMMi Level 3 Process area is

Ans:Organizatioonal training

22. CMMi models are "collections of best practices that help organizations to imrove their processes"

Ans:Yes

23. The CMMi-Dev, Version 1.3 has got .. Process areas

Ans: 22

24. One of the CMMi Level 5 Process area is

Ans: Organizational Performance.

25. 6 Sigma means

Ans:3,4 defects per million opportunities.

26. Which of the following are software size measure ?

Ans: 100 programs

27. Which of the aspect of software quality focuses on inspections, testing, removal of defects ?

Ans: Quality Reviews

28. What does the acronym "CoC" stand for ?

Ans:Cost of conformance

29. Bidirectional Traceability helps to

Ans:Perform impact analysis if there is requirement changes

30. ....Tool works on the basis of 80-20 rule.

Ans: Pareto Chart

31.CMMi Stands for

Ans:Capability Maturity Model Integration

32. Which are the prevalent concepts, approaches and practies used by quality professionals?

Ans:The PDCA Cycle( Plan-DO-Check-Act) & The Cost of Quality

33. The CMMi-Dev, version 1.3 has got .... Generic goals

Ans: 2

34.Which representation of CMMi defines capability level within each profile

Ans: All of the Above, Continuous

35. CIA in information Classification stands for

Ans:Confidentiality, Integrity and Availability

36. Two views of Quality are

Ans: Producer view & Customer View

37. A system contains various interrlated processes is

Ans:System approach to management

38. What is the basic dofference between quality assutance and quality control

Ans:QA establishes, while QC verifies compliance to standards and processes

39. Why use standards & Models

Ans: To Adopt best practies

40. If there is no process quality what would eventually get affected

Ans: Performance

41. ITIL Stands for

Ans: Information Technology Infrastructure Library

42. One root cause may be contributing to many problems

Ans:Yes

43.What is Six Sigma

Ans:99.99966% defect free

44. One of the Quality gurus

Ans: Genichi Taguchi

45.Dr. Deming s approach to Quality is ?

Ans: Fitness for Use

46. What does "CoC" represent?

Ans:It represents an Organizations investment in the quality of its prodicts

47. Name the three categorization of Audit findings?

Ans:Best Practice, Observation & NCs.

48. Defect prevention means ?

Ans:Preventing occurrence & recurrence of defects

49. The CMMi-Dev, Version 1.3 has got .... Specific goals

Ans: 48

50. one of the CMMi Level 4 Process areas is

Ans:Quality Project management

================

1. What is Quality Planning

A. Planning is the process that describes how the managements vision and Strategic goals will be accomplished.

2. Pareto principle stands for

A. 80/20 rule

3. What does the term "ISO" stands for?

A. International Organization Standardization

4. What is Quality Management?

A. Having well defined processes that are documented, used living

5. What is Deming Cycle?

A. P-D-C-A

6. CMMi models are "Collections of best practices that help organizations to improve their processes".

A. Yes

7. To acheive give purpose what may be included as part of process?

A. Tools, Methods, Materials and/or People.

8. Measure of Central Tendency are?

A. Mean, Median, Mode

9. What is DFSS Methodology of Six Sigma?

A. Design for Six Sigma

10. CIA in Information Classification stands for?

A. Confidentiality, Integrity and Availability

11. What are the measurements in Software?

A.

12. In which level of CMMi, the organization and projects set quantitative quality goals?

A. 4

13. Two views of quality are?

A. Producer View and Customer View

14. What is Producers point of view?

A. If it confirms to the Statement of Requirements that defines the product.

15. A pictorial Step-by-step representation of a Process is?

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A. Decrease defects and decrease efforts

17. Which of the following are Software size measure?

A. 100 Programs

18. What is Customers point of View?

A. If it is fit for use.

19. Three Constellations have been commissioned by CMMi Steering group are?

A. Development, Services and Acquision

20. Cost of Non Conformance means?

A. Cost of rework

21. Outcome of a 5 why's analysis is one of several ......... that ultimately identify the reason why a problem was origined.

A. Root Causes

22. Does a Standard exist for Communication protocols?

A. NO

23. A powerful approach to improving processes to do things better, faster, and at lower cost?

A. Six Sigma

24. Product realization can be "tailored to suit needs of organization"?

A.

25. Three components of Cost of Quality is?

A. Cost of Prevention, Cost of Appraisal and Cost of Failure

26. Who is the Quality guru?

1. Genichi Taguchi 2. Shigeo Shingo 3. William Edwards Deming 4. All of the Above

A. 4

27. Dr. Juran's approach to Quality is?

A. The ability of a product or Service to meet the expectations of Customer

28. What are the Some of the Quality Control checks?

A.

29. Types of Data are?

A. Discrete data and Continuous data

30. When to perform RCA(Root Cause Analysis)? An incident like

1. Customer Complaints 2. Missed Deliveries 3. Out of Control Process 4. All of the Above

A. 4

31.Six Sigma is

A. Tool for improvement

32. Name any 3 Quality Control Practices?

A. Ans: all of the above

35.which of the below is not a 7 QC tool

Ans: Pie chart

36.which are the prevelent concepts,approaches and practices used by quality professionals?

34.The cmmi dev version 1.3 has got process areas?

Ans:22

37.which parameter to follow before selecting any problem for doing casual analysis?

Ans: both a and b

38.CoNC stands for

Ans:Cost of non-conformance

39.Five why's is a root cause analysis,not a problem solving technique

Ans:

40.Defect prevention means

Ans:preventing occurence and recurrence of defects

41.Some of the common standards has been set by the following organizations

Ans:IEC

42.One of teh nsix sigma method technologies

Ans:DMAIC

43.Six sigma is a Quality program like ISO and CMM

Ans: No,It uses for process improvement.And uses Quality management methods for this.

44.One of the CMMI,level2 process area is

Ans: Requirement management or Measurement & analysis

45.Which chart helps us to identify the comon causes and special causes of variations?

Ans: Control chart

====================

1. Give a few examples of Product measurement?

A. Size, Complexity and Customer perception

2. Bidirectional Traceability means

A. Vertical & Horizontal Traceability

3. To know the deepest underlying cause/causes of positive/negative symptoms with in any process, we should do use

A. Root Cause Analysis

4. Pareto principle stands for

A. 80/20 rule

5. CMMi best practices enable organizations to implement more robust high-maturity practices

A. Yes

6. ITIL Framework has \_\_\_\_\_ basic elements

A. 10

7. Which is a non-functional requirements

A. Performance

8. What are the measurements in a Software?

A.

Product and Process

9. Organization is a \_\_\_\_\_\_\_\_

A. Standard

10. Name a few vocabulary of quality?

A. Processes, Defects and Products

11. What does the acronym of CoNC stands for?

A. Cost of Non-Conformance

12. One of the CMMi Level 2 Process area is?

A. Requirements Management

13. What are the two actions taken on the Audit findings?

A. Corrective & Preventive Actions

14. Benifits of following a right process is?

A.

Predictable and Consistent Results

15. There are two kinds of goals in each process area of CMMi, they are

A. Specific and Generic

16. The PDCA Cycle stands for?

A. Plan, Do, Check and Act

17. A mutually benificial relationship between the Organization and its suppliers enhances the ability to both to create?

A. Value to each Other

18. Name some of the industry Quality models followed in the Software Industry?

A. SEI-CMM/CMMi & ISO 9001:2000

19. A model is used as a \_\_\_\_\_\_ for improvement of organizational processes

A. guide

20. What are products?

A. Product is a result of process

21. When to perform RCA(Root Cause Analysis)? An incident like?

1. Customer Complaints 2. Missed Deliveries 3. Out of Control Process 4. All of the Above

A. 4

22. This Standard specifies requirements for a quality management System?

A. ISO 9001:2008

23. Mutually benificial Supplier relationships is "one of the 8 quality management principles of ISO9001"?

A. Yes

24. The Current version for all the 3 constellations of CMMi is?

A. 1.3

25. What is "CoNC"?

A. It is the total cost to the Organization of failure to acheive a good quality product.

26. One of the Estimaion Methods?

1. Expert Judgment

2. Activity Based

3. Analogy based

4. All of the above

A. 4

27. An ISO standard related to Aerospace Industry is?

A. AS9100

28. Dr Juran's approach to Quality is?

A. The ability of a product or Service to meet the expectations of Customer

29. Configuration Management helps to?

A. Maintain Versions

30. One of the best Practice framework developed in UK to faciliate the delivery of high quality IT Services?

A. ITIL

31. CMMi Stands for?

A. Capability Maturity Model Integration

32. Which 3 quality Pioneers have been mentioned?

A. Crosby, Deming and Juran

33. One of the Quality Guru's

A. Genichi Taguchi

34. Enhance Customer Satisfaction by

A. Continuous improvement using measurements

35. Dr. Demings approach to Quality is?

A. Fitness for Use

36. Bidirectional Traceability helps to

A. Perform impact analysis if there is requirement Changes

37. The CMMi-Dev version 1.3 has got \_\_ Process areas?

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38. Mention the processes of "Process Management"?

A. Plan, Do, Check and Act

39. One of the CMMi Level3 process area is?

A. Organizational Training

40. To acheive a given purpose what may be included as part of processes?

A. Tools, Methods, Materials and/or People.

41. What is DFSS Methodology of Six Sigma?

A. Design for Six Sigma

42. One of the estimation models

1. Victor Basili

2. NASA

3. Capers Jones

4. all of the above

A. 4

43. CMMi is developed by

A. ISO

44. Six Sigma is an improvement methodology of business management System

A. Yes

45. Measure of Central Tendency are?

A. Mean, Median, Mode

46. What does properly established measurement system help to acheive?

A. Missions, Visions, Goals and Objectives

47. Which of the below is not a 7QC tool?

A. Pie Chart

48. Corrective action means

A. Steps taken to remove the Causes of non Confirmities

49. \_\_\_\_\_\_\_ Can be applied to every facet business, from production, to Human resources, to order entry, or technical support?

A.

50. A System contains various interrelated processes is

A. System Approach to management

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

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Ans: Requirement management or Measurement & analysis

45.Which chart helps us to identify the comon causes and special causes of variations?

Ans: Control chart

46. iso standard related to information securicity

Ans: ISO 27001

47. the adoption of an integrated process approach to effectively deliver manager services is known as

Ans: ISO 20000

48. which representation of cmmi groups process areas into 5 maturity levels

Ans: All the above

49. one of the key project management area is

Ans: Risk Management

50 Quality management does not consists of

Ans Process control

51 iso 9000 is a

Ans Standard

52: one of the six sigma methodologies

Ans: DMAIC