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Multiple Choice Quiz

(See related pages)

- 1 Contracting project work has long been the norm in the _____ industry.
 - ☐ A) Telecommunications
 - ☐ B) Financial
 - ☐ C) Insurance
 - ☐ D) Construction
 - ☐ E) Retail
- 2 Advantages of outsourcing project work may likely include all of the following except?
 - ☐ A) Shortened project completion
 - ☐ B) Reduced costs
 - ☐ C) Higher level of expertise
 - ☐ D) Reduced conflict
 - ☐ E) Increased flexibility
- 3 Key practices in partnering relationships include:
 - ☐ A) Single project contracting
 - ☐ B) Goals and objectives are similar
 - ☐ C) Access to each other's organizational resources
 - ☐ D) Both B and C are correct
 - ☐ E) A, B, and C are all correct
- 4 Which of the following is part of the traditional project process?
 - ☐ A) Structured communications
 - ☐ B) Long-term commitment
 - ☐ C) Total company involvement
 - ☐ D) Both A and B are correct
 - ☐ E) A, B, and C are all correct
- 5 Which of the following did the state of Ohio do before starting a bond-financed school construction project?
 - ☐ A) Create a specific RFP (request for proposal)
 - ☐ B) Have a dress rehearsal
 - ☐ C) Reviews the performance of contractors on past projects
 - ☐ D) Both A and C are correct
 - ☐ E) A, B, and C are all correct
- 6 In the Snapshot from Practice "Strategies for Communicating with Outsourcers," which of the following was not one of the suggested strategies?
 - ☐ A) Recognize cultural differences
 - ☐ B) Use a translator to make sure everyone understands
 - ☐ C) Choose the right words
 - ☐ D) Confirm your requirements
 - ☐ E) Set deadlines
- 7 The result of teambuilding among the project's participants is a:
 - ☐ A) Signed contract
 - ☐ B) Legal partnership agreement
 - ☐ C) Project plan
 - ☐ D) Partnering charter
 - ☐ E) Responsibility matrix
- 8 Among the many advantages for establishing long-term partnerships are:
 - ☐ A) Reduced administrative costs
 - ☐ B) Improved performance
 - ☐ C) Improved communication
 - ☐ D) B and C are both correct
 - ☐ E) A, B, and C are all correct
- 9 Teambuilding between partners should:
 - ☐ A) Include engineers, architects, lawyers, specialists and other staff
 - ☐ B) Be facilitated by an outside consultant
 - ☐ C) Not take more than one day

- ☐ D) A and B are both correct
- ☐ E) A, B, and C are all correct

10 In the Snapshot from Practice dealing with the Value Engineering Awards program, which branch of the U.S. government was involved?

- ☐ A) Department of Defense
- ☐ B) Department of Commerce
- ☐ C) Department of Transportation
- ☐ D) N.A.S.A
- ☐ E) Department of Education

11 Customer satisfaction can be quantified by:

- ☐ A) Perceived performance divided by actual performance
- ☐ B) Actual performance divided by expected performance
- ☐ C) Perceived performance divided by expected performance
- ☐ D) Actual performance divided by perceived performance
- ☐ E) Expected performance divided by actual performance

12 In the research highlight on IT project managers, which of the following was not one of the roles taken by project managers?

- ☐ A) Entrepreneur
- ☐ B) Politician
- ☐ C) Friend
- ☐ D) Marketer
- ☐ E) Auditor

13 Which of the following is not one of the elements of good negotiation?

- ☐ A) Be hard on the problem, soft on the people
- ☐ B) Conflict on a project can be good
- ☐ C) Negotiation is not a contest
- ☐ D) Seek first to understand, then to be understood
- ☐ E) All of these are elements of good negotiation

14 Which of the following is reflected in the saying "Let anger fly out the window"?

- ☐ A) Separate people from the problem
- ☐ B) Be honest
- ☐ C) Focus on interests, not positions
- ☐ D) Invent options for mutual gain
- ☐ E) When possible, use objective criteria

15 The dovetailing technique is used in which of the following keys to good negotiation?

- ☐ A) Separate people from the problem
- ☐ B) Be honest
- ☐ C) Focus on interests, not positions
- ☐ D) Invent options for mutual gain
- ☐ E) When possible, use objective criteria

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