**CERTIFIED QUALITY ANALYST**

**(CQA) MOCK EXAMINATION**

PART 1

KNOWLEDGE OF PRODUCT QUALITY

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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.
2. True
3. **False**
4. Testing of the system to demonstrate system compliance with user requirements is

1. Black box testing
2. System testing
3. Independent testing
4. **Acceptance testing**
5. The cost of prevention, as a component of cost of quality, is represented by which of the following:
6. Establishment of the help desk
7. Software testing
8. Problem tracking
9. Conducting software inspections
10. **End user training**.
11. Who has the primary responsibility for the "selling" of the quality culture?
12. The education department
13. The quality practitioner
14. **Senior management**
15. The CEO

5. Which is the most important practical & economical way of meeting customers needs.

1. **Doing it right the first time**
2. After - the - fact defect removal
3. QC during development
4. Measures that can be used to measure Quality include
5. Enhancements
6. Size
7. Complexity
8. **Rework**
9. Selection of tools is a
10. **QC activity**
11. QA activity
12. None of the above.
13. The following is not a preventive cost :
14. Field highlighting
15. Limit checks
16. **Password**
17. Check digits
18. The moderator of an inspection activity:
19. is a team member
20. knows the product being inspected thoroughly
21. **is an invisible leader**
22. is the author of the product being inspected

10. Configuration management is **NOT** the process of

1. Controlling the release of items through the life cycle
2. Recording & reporting the status of configurable items
3. Verifying the completeness of configurable items
4. **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.

1. True
2. **False.**
3. For locating errors which span modules, it is more effective to do
4. **Reviews**
5. Testing
6. According to Edward Deming, one in \_\_\_\_ employees must spend the necessary ten years to become a statistician.
7. 10
8. 500
9. 50
10. **100**
11. 1000

14. Given the following costs :

Training: $1000 Coding : $1000

Analysis : $1000 Testing : $1000

Design : $1000 Rework: $1000

The cost of quality is:

1. $3000
2. $4000
3. $5000
4. **$6000**
5. Function Points
6. provide a measure of the system size
7. **can be used to compare different kinds of application systems**
8. together with past data can be used to estimate future effort
9. all of the above
10. none of the above
11. Histogram provides corrective action for high-frequency causes of problems
12. True
13. **False.**

17. Which is not an objective of testing

1. Determine whether system meets specifications
2. Determine whether system meets needs
3. Provide insight into Software Development Process
4. **Aid in appraisal of Team Members**
5. QA is a managerial function designed primarily to detect & correct defects.
6. **True**
7. False.
8. Resistance to change is normally because of
9. Defiant attitude of workers
10. No direct benefits/incentives on change over
11. **Lack of awareness / training on the new technology / process**
12. All of above.
13. 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**

1. Control chart
2. None of above
3. The statement of an organization's commitment to quality is a:
4. **Policy**
5. Vision
6. Mission
7. Goal
8. A form used to record the discrepancies found during QC activities is a
9. Check-sheet
10. Review report
11. Test log
12. **Defect log**
13. None of the above
14. “ To achieve client satisfaction by delivering solutions meeting client needs.” This statement is a:
15. Vision
16. **Mission**
17. Goal
18. Principle
19. Policy
20. None of the above
21. “Searching for best practices that would help define superior performance of a product or

a service” is:

1. Baselining
2. **Benchmarking**
3. Brain-storming
4. None of the above
5. Quality without timeliness and cost consideration is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
6. **Meaningless**
7. Beneficial
8. One of product deficiencies
9. Cheaper

26. Which is not an objective of prototyping

1. **Requirement Analysis**
2. User Interface Development
3. Functional Development
4. Machine Performance Evaluation
5. Application Development

27. AQL means -

1. Audit quality level
2. Audit quantity level
3. **Accepted quality level**
4. The most important task to do before a tool is acquired is to:
5. Perform a cost/benefit analysis
6. **Determine the need/objective for acquiring the tool**
7. Ensure the tool fits into the long-range plan
8. Test to determine if the tool works according to vendor specifications
9. Perform a search of available tools
10. A defect is a
11. Deviation from specification
12. Deviation from a standard
13. Anything that causes customer dissatisfaction
14. **All of the above**

e. None of the above

1. Which of the following is NOT a tool used by managers in management and planning:
2. Affinity Diagram
3. Activity Network Diagram
4. **Scatter Diagram**
5. Matrix Diagram
6. The scoring system of National Quality Award Model is based on:
7. Approach
8. Deployment
9. **Result**

d. All of the above

1. Three eligibility categories for the MBNQA are:
2. Service, Large business, Small Business
3. Manufacturing, Large Business, Service
4. **Service, Manufacturing, Small Business**
5. None of the above
6. Six-Sigma quality is defined as:
7. 4.3 defects per million parts
8. **3.4 defects per million parts**
9. 3.3 defects per million parts
10. 4.4 defects per million parts

34. The concept that is an integral part of information technology function is :

1. Meeting the requirements
2. **Producing a quality product**
3. Customer's view of quality is the correct view of quality.

35. Deming's principles aim to:

1. Improve quality
2. To remove causes of failure
3. To help people to do a better job with less effort
4. **All of the above**
5. None of the above
6. The management cycle, as per the --------------------------, comprises of plan, do, check and act.
7. **QAI’s Quality Improvement Model**
8. ISO 9001
9. SEI-CMM Model
10. The results of peer reviews should be presented to
11. Author of the product & supervisor
12. QA function & the supervisor
13. **Author & QA function**
14. An Error once corrected, will not occur again. This applies to software also.
15. True
16. **False**
17. Constructive Criticism is best carried out:
18. In the presence of seniors
19. In the presence of peers
20. **In private**
21. All of the above
22. High Quality is synonymous with high cost.
23. **True**
24. False
25. Quality is a \_\_\_\_\_\_\_\_\_\_\_\_\_\_ Responsibility.
26. Staff
27. Line
28. **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

1. 1 &2
2. 1 & 3
3. 2 & 3
4. **1, 2 and 3**
5. 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.
6. **True**
7. False

44. --------------------------------- is the use of statistical techniques and tools to measure an ongoing process for change or stability.

1. Quality improvement
2. Quality Control
3. **Statistical process control**
4. Product improvement

45. Which one of the following definitions of quality is more important.

1. Quality means meeting requirements.
2. **Quality means fit for use.**
3. 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

1. True
2. **False**
3. An activity that verifies compliance with policies and procedures and ensures that resources are conserved is
4. an inspection
5. **an audit**
6. a review
7. an assessment
8. If a programmer follows a series of steps to make a program he is following a:
9. Workbench
10. **Procedure**
11. The first thing required for Quality to happen is :
12. Commitment from the Quality Assurance Manager
13. Mature understanding by all the employees
14. **Commitment from Management**
15. Quality Policy
16. Which of the CMM levels implies a defined process:
17. Level One
18. Level Two
19. **Level Three**
20. Level Four
21. Level Five