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1. Your quality management plan uses a panel of experienced users to preview new features. You find the benefit of this preview process is that it reduces the amount of time and money spent to implement features that users are not eager to use. Which of the following describes this benefit of your quality management plan?

1 / 1 point

- ☐ Delivering a quality product
- ☐ Increased collaboration
- ☒ Decreased overhead
- ☐ Quality standards

✓ Correct

2. Which of the following are common categories of established quality standards? Select all that apply.

1 / 1 point

☒ Effectiveness

✓ Correct

☐ Management style

☒ Ease of use

✓ Correct

☐ Team morale

3. Beta testing, internal checklists, and feedback surveys are all examples of what?

1 / 1 point

- ☐ Quality standards
- ☒ Quality assurance methods
- ☐ Quality control methods
- ☐ Quality requirements

✓ Correct

4. There are two main categories of evaluation questions: Questions that ask how you can make improvements and questions that help you measure and compare outcomes. Which of the following questions intends to help you make improvements?

1 / 1 point

- ☒ What are the most common participant reactions?
- ☐ What were the results of this evaluation?
- ☐ What are the costs and benefits?
- ☐ What lessons can we learn from this?

✓ Correct

5. You are evaluating a customer experience initiative that you manage for an online clothing store. Which of the following evaluation indicators would answer this evaluation question: Are customers paying attention to our email newsletters?

1 / 1 point

- ☐ Customers are 35% more likely to recommend your store to a friend.
- ☐ The store has increased the advertising budget by 25%.
- ☐ Customers are 47% more likely to recommend your store to a friend.
- ☒ Customers redeem store coupons 25% more often.

✓ Correct

6. You are creating a survey about the implementation of a new tool in your company. You include the question "How many times have you used the new tool this week?" The answer options are "zero times," "1-2 times," "3-4 times," and "more than 4 times." What type of survey question are you asking? 1 / 1 point

- ☐ A close-ended true/false question
- ☒ A close-ended multiple choice question
- ☐ A close-ended scaled question
- ☐ An open-ended question

✓ Correct

7. You need to prepare an evaluation presentation for one of your project's senior stakeholders. Which of the following presentation styles would be most appropriate for your audience? 1 / 1 point

- ☐ A detailed write-up of evaluation methods and collected data.
- ☒ A one-page write-up of information relevant to their investment in the project.
- ☐ A slide-based presentation of evaluation methods and collected data.
- ☐ A raw data report of survey feedback.

✓ Correct

8. Which of the following are among the main purposes of a retrospective? Select all that apply. 1 / 1 point

- ☒ To facilitate improved collaboration

✓ Correct

- ☐ To single out weak performers

- ☒ To promote positive changes

✓ Correct

- ☒ To encourage team building

✓ Correct

9. What is the most important reason to get high participation in your retrospectives? 1 / 1 point

- ☒ High participation increases the chance for meaningful process improvements.
- ☐ High participation indicates the importance of your project.
- ☐ High participation increases the likelihood that your top performers will be present.
- ☐ High participation reflects your influence as project manager.

✓ Correct

10. In the context of a retrospective, what term best refers to responsibility for decisions associated with a project or task? 1 / 1 point

- ☐ Management
- ☐ Participation
- ☐ Blame
- ☒ Accountability

✓ Correct