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1. As a project manager, you're using the SMART criteria to craft goals for your team. During the process, you ask yourself if a goal is aligned to the organization or the company's goals. Which SMART criteria does this question represent?

   1 / 1 point

   ○ Time-bound
   ◉ Relevant
   ○ Measurable
   ○ Specific
   ○ Attainable

   ✓ **Correct**

2. Which of the following demonstrates a project manager keeping the project in scope? Select all that apply.

   1 / 1 point

   ☑ The key stakeholder and the project manager clearly define the project scope in the initial planning stage. The project manager documents all the details to be referred to throughout the project life cycle.

   ✓ **Correct**

   ☐ The key stakeholder clearly states the project needs to be completed in six months and must stay within scope. The project manager has not been able to keep the project on schedule and has yet to inform the key stakeholder of the delay.

   ☐ The key stakeholder has had to meet with the project manager several times to define the project scope. The project manager is delaying meetings and is unclear about project tasks.

   ☑ The key stakeholder meets with the project manager to set the scope and deliverable agreements in writing. The project manager keeps the key stakeholder informed while communicating with project team members.

   ✓ **Correct**

3. Consider the following scenario:

   1 / 1 point

   The Janco Car Company is about to deliver new cars to its affiliate dealerships. Right before shipping, several dealerships say they cannot receive the cars because of showroom schedules. Janco had not planned for the various dealerships' showroom schedules. The dealerships ask for Janco to reorganize the car shipping schedule, costing Janco hundreds of thousands of dollars.

   Which of the following steps could Janco have taken to help prevent scope creep?

   ◉ Include product delivery scheduling in the project scope.
   ○ Use legal avenues to make the dealerships alter showroom schedules.
   ○ Move the cars via airlines to keep the timelines in place.
   ○ Send the shipping schedule to all of the dealerships after it's finalized.

   ✓ **Correct**

4. Fill in the blank: The difference between a goal and a deliverable is that the goal is the desired outcome of the project and the deliverable is a _____ of the project.

   1 / 1 point

   ◉ tangible outcome
   ○ success criteria
   ○ progress
   ○ SMART method

—

5. What is part of a project launch?   1 / 1 point

   ○ Defining and managing the project scope.

   ○ Budgeting the deliverables for success.

   ○ Measuring the success of the project.

   ● Presenting the final deliverable to the client.

   ⊘ **Correct**

6. Consider the following scenario: The Director of Product requests that the project manager do what they can to   1 / 1 point
   finish the project early. However, the Director also states that they cannot spend any additional funds.

   Using the triple constraint model, what trade-off could the project manager use to meet the Director of Product's
   request?

   ○ Change the team

   ○ Change the budget

   ● Change the project scope

   ○ Change the project goal

   ⊘ **Correct**

7. Define success criteria.   1 / 1 point

   ○ The use of the triple constraint to manage project restrictions.

   ○ The process to determine if tasks are in-scope or out-of-scope.

   ● The standards by which the project will be judged once it's been delivered to customers.

   ○ The availability of funds for the project.

   ⊘ **Correct**

8. What's a main difference between the adoption and engagement metrics?   1 / 1 point

   ● Adoption is generally a one-time occurrence. Engagement is ongoing.

   ○ Adoption replaces a business metric. Engagement compliments other business metrics.

   ○ Adoption requires more expensive tools. Engagement requires less expensive tools.

   ○ Adoption is an external metric. Engagement is an internal metric.

   ⊘ **Correct**

9. A project manager launches a project to streamline a local city's school bus route schedule to reduce the amount   1 / 1 point
   of time students are on the bus by 30%. What scenario below demonstrates that the project manager landed at
   the intended goal?

   ● The project manager reviews the data in 3 months to determine if they reduced the amount of time
     students spend on the bus by at least 30%.

   ○ The project manager completes the research and development required for the plan and adds another
     county to compare success rates for the project.

   ○ The project manager hands over the project to the client with all of the plans and documents and considers
     the project a success.

   ○ The project manager surveys the team members to ask how they feel about the project success; their
     feedback is reviewed and determines the next team.

   ⊘ **Correct**

10. Suppose as a project manager you receive a request from a team member to change a process they believe will make their work more efficient. However, you know that the change may increase the workload for other team members and extend the project's completion date. How do you best address this potential internal scope creep?

○ Request from stakeholders an additional team member to take on the additional work.

◉ Remind the team that any process changes will change project scope and may create unknown risks for the project.

○ Try it out as a test because the team member making the request has seniority.

○ Ask the team member who requested the change to take on the additional work from affected team members.

✓ **Correct**

1 / 1 point

11. The objective for a car company is to launch a new series of cars. Which three of the following could be examples of key results?

☑ Meet production deadlines 95% of the time.

✓ **Correct**

☑ Improve the customer satisfaction survey score by 15%.

✓ **Correct**

☐ Create a best-in-class midsize sedan.

☑ Distribute 98% of the product on time to dealerships.

✓ **Correct**

1 / 1 point