✓ **Congratulations! You passed!**

Grade received 100%   **Latest Submission Grade** 100%   **To pass** 80% or higher

Go to next item

1. As a project manager, you're overseeing a product launch. You meet with customers to determine the product's quality standards. Then, you create processes and documentation necessary to achieve the expected quality. Which quality management concept do these tasks represent?

   ◉ Quality planning

   ○ Quality control

   ○ Assurance standards

   ○ Assurance planning

   1 / 1 point

   ✓ **Correct**

2. During which step of the quality management process does a project manager ask questions such as: "How will I determine if the quality measures will lead to project success?" and "What outcome do my customers want at the end of this project?"

   ○ Quality action

   ◉ Quality planning

   ○ Quality control

   ○ Quality assurance

   1 / 1 point

   ✓ **Correct**

3. As a project manager, you learn that a product is behind schedule. After communicating the delay to the customer, you listen to their frustrations, address them, and find a solution beneficial for both of you. Which soft skill does this represent?

   ○ Work ethic

   ○ Trust-building

   ○ Networking

   ◉ Empathetic listening

   1 / 1 point

   ✓ **Correct**

4. As a project manager, you're doing a user acceptance test (UAT) to test your product. You present your users with the visual mockup of the product and walk them through each step they need to take to use the product. What UAT quality control step does this scenario represent?

   ◉ Critical user journey

   ○ User story

   ○ Edge case journey

   ○ Acceptance criteria

   1 / 1 point

   ✓ **Correct**

5. Before running a process improvement experiment, a project manager needs to first identify processes to change and leave unchanged. What's the experiment-related term for the unchanged process?

   ○ Comparable group

   ◉ Control group

   ○ Research group

   ○ Variable group

   1 / 1 point

6. As a project manager, you have already identified a process-based problem to improve, found its root cause, and implemented a solution. Now, you take the next step: You monitor the new process to ensure the changes are beneficial to the team. Which DMAIC step are you *currently* applying?

1 / 1 point

○ Analyze

○ Improve

◉ Control

○ Define

7. As a project manager, you learn a customer is not satisfied with the quality of a finished product. You have already identified the root cause and brainstormed solutions to the problem with the team. Now, you and the team attempt to fix the problem by implementing a solution. Which PDCA step did you apply?

1 / 1 point

○ Plan

◉ Do

○ Check

○ Act

8. Which parts of a company ecosystem rely on continuous improvement to have collective and separate successes? Select all that apply.

1 / 1 point

☐ Performances

☑ Projects

☑ Programs

☑ Portfolios

9. A team successfully delivers a product feature to a client, but misses the deadline. What should the project manager do to investigate why the product feature was late?

1 / 1 point

○ Meet with stakeholders

○ Add a team member

○ Increase the budget

◉ Hold a retrospective

10. As a project manager, you hold a retrospective. During the meeting, you give the team an opportunity to discuss risks that materialized: Were there any gaps between the original plan and its execution? Which retrospective step does this represent?

1 / 1 point

◉ Lessons learned

○ Next steps

○ Action items

○ Future considerations