**Quiz08**

**Review of attempt 1**

|  |  |
| --- | --- |
| **Started on** | Tuesday, 24 April 2012, 10:47 AM |
| **Completed on** | Tuesday, 24 April 2012, 11:03 AM |
| **Time taken** | 16 mins 27 secs |
| **Grade** | **97** out of a maximum of 100 (**97**%) |

Question**1**

Marks: 10

[Software Customer Satisfaction] Name two things that we must we do to get our customers to participate in our survey?

Choose at least one answer.

|  |  |  |
| --- | --- | --- |
|  | a. Force them to participate in our survey Incorrect |  |
|  | b. Make sure that the survey deals with issues that the customer cares about. Correct |  |
|  | c. Keep the survey short. Correct |  |
|  | d. Keep the survey as long as possible Incorrect |  |

Correct

Marks for this submission: 10/10.

Question**2**

Marks: 10

Which of the following is NOT a possible cause of customer dissatisfaction with the project team?

Choose one answer.

|  |  |  |
| --- | --- | --- |
|  | a. Damage from a natural disaster Correct |  |
|  | b. Breach of security Incorrect |  |
|  | c. Breach of ethics Incorrect |  |
|  | d. Lack of professionalism by development team Incorrect |  |

Correct

Marks for this submission: 10/10.

Question**3**

Marks: 10

Is customer satisfaction a subjective or objective measure?

Choose one answer.

|  |  |  |
| --- | --- | --- |
|  | a. Subjective, because it is a measure of the customer's perception. Correct |  |
|  | b. Objective, because it is a measure of the customer's perception. Incorrect |  |

Correct

Marks for this submission: 10/10.

Question**4**

Marks: 10

What are the goals of customer satisfaction?

Choose at least one answer.

|  |  |  |
| --- | --- | --- |
|  | a. Satisfy and delight the customer Correct |  |
|  | b. Improve product quality Incorrect |  |
|  | c. Increase productivity Incorrect |  |
|  | d. Generate repeat business Correct |  |

Correct

Marks for this submission: 10/10.

Question**5**

Marks: 10

Why we need to measure customer satisfaction?

Choose at least one answer.

|  |  |  |
| --- | --- | --- |
|  | a. Because it's more expensive to gain a new customer than it is to retain an existing customer Correct |  |
|  | b. Because it's cheaper to gain a new customer than it is to retain an existing customer Incorrect |  |
|  | c. Because decreasing customer retention can increase profit for company Incorrect |  |
|  | d. Because increasing customer retention can increase profit for company Correct |  |

Correct

Marks for this submission: 10/10.

Question**6**

Marks: 10

[Software Customer Satisfaction] Which of following is NOT a report that can be useful when reporting customer satisfaction survey results?

Choose one answer.

|  |  |  |
| --- | --- | --- |
|  | a. Summary of current satisfaction levels. Incorrect |  |
|  | b. Summary of number question not being answered Correct |  |
|  | c. The distribution of detailed response data. Incorrect |  |
|  | d. Satisfaction level trends for each key quality requirement over time. Incorrect |  |

Correct

Marks for this submission: 10/10.

Question**7**

Marks: 10

Which of following is NOT true about Customer’s Bill of Rights?

Choose one answer.

|  |  |  |
| --- | --- | --- |
|  | a. To set objectives for the project and have them followed Incorrect |  |
|  | b. To know how long the software project will take, and how much it will cost Incorrect |  |
|  | c. To know in detail what product I’m supposed to build and to clarify the product definition if it is unclear Correct |  |
|  | d. To have ready access to project deliverables throughout the project Incorrect |  |

Correct

Marks for this submission: 10/10.

Question**8**

Marks: 10

[Software Customer Satisfaction] Why should your surveys have a comment section for each question?

Choose at least one answer.

|  |  |  |
| --- | --- | --- |
|  | a. Because comments are more specific Correct |  |
|  | b. Because the volume of comments received is greater Correct |  |
|  | c. Because comments are not very useful so don't waste too much time on them Incorrect |  |
|  | d. Because comments are easier to interpret because they are in a specific context Correct |  |

Partially correct

Marks for this submission: 7/10.

Question**9**

Marks: 10

Which of the following does NOT accurately describe why it is important to define done for a project?

Choose one answer.

|  |  |  |
| --- | --- | --- |
|  | a. So done is clearly defined for all stakeholders to make sure that they are all in agreement Incorrect |  |
|  | b. So there done is defined in terms of quantifiable data that demonstrate success Incorrect |  |
|  | c. So the stakeholders know when issues will be addressed Correct |  |
|  | d. So the project manager can address any issues immediately if done changes for any stakeholder Incorrect |  |

Correct

Marks for this submission: 10/10.

Question**10**

Marks: 10

Which of following is NOT true about Project Team’s Bill of Rights?

Choose one answer.

|  |  |  |
| --- | --- | --- |
|  | a. To know the project objectives and to clarify priorities Incorrect |  |
|  | b. To have ready access to the customer, manager, marketer or other person responsible for making decisions about the software’s functionality Incorrect |  |
|  | c. To decide which features are in and which are out Correct |  |
|  | d. To take the time needed to create meaningful estimates and to revise estimates whenever the project’s requirements change Incorrect |  |

Correct

Marks for this submission: 10/10.