**TUTORIAL 10**

* **Multiple Choice:**

1. \_\_\_\_\_\_\_\_\_ is the degree to which a set of inherent characteristics fulfills requirements.

1. Quality
2. Conformance to requirements
3. Fitness for use
4. Reliability

2. What is the purpose of project quality management?

1. to produce the highest-quality products and services possible
2. to ensure that appropriate quality standards are met
3. to ensure that the project will satisfy the needs for which it was undertaken
4. all of the above

3. \_\_\_\_\_\_\_\_\_\_ generates ideas for quality improvements by comparing specific project practices or product characteristics to those of other projects or products within or outside the performing organization.

1. Quality audits
2. Design of experiments
3. Six Sigma
4. Benchmarking

4. What does the term *kaizen* mean?

1. minimize waste
2. maximize value
3. do it right the first time
4. improvement

5. What tool can you use to determine whether a process is in control or out of control?

1. a cause-and-effect diagram
2. a control chart
3. a run chart
4. a control panel diagram

6. Six Sigma’s target for perfection is the achievement of no more than defects, errors, or mistakes per million opportunities.

1. 6
2. 9
3. 3.4
4. 1

7. The seven run rule states that if seven data points in a row on a control chart are all below the mean, above the mean, or all increasing or decreasing, then the process needs to be examined for problems.

1. random
2. nonrandom
3. Six Sigma
4. Quality

8. What is the preferred order for performing testing on IT projects?

1. unit testing, integration testing, system testing, user acceptance testing
2. unit testing, system testing, integration testing, user acceptance testing
3. unit testing, system testing, user acceptance testing, integration testing
4. unit testing, integration testing, user acceptance testing, system testing

9. \_\_\_\_\_\_\_\_ is known for his work on quality control in Japan, and he developed the 14 Points for Management in his text Out of the Crisis.

1. Juran
2. Deming
3. Crosby
4. Ishikawa

10. PMI’s OPM3 is an example of a model or framework for helping organizations improve their processes and systems.

1. benchmarking
2. Six Sigma
3. maturity
4. quality

* **Short Answer:**

1. What are the main processes included in project quality management?

2. How do functionality, system outputs, performance, reliability, and maintainability requirements affect quality planning?

3. What are the three main outputs of quality control?

4. Discuss three suggestions for improving IT project quality

5. Describe three different types of software that can assist in project quality management.

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