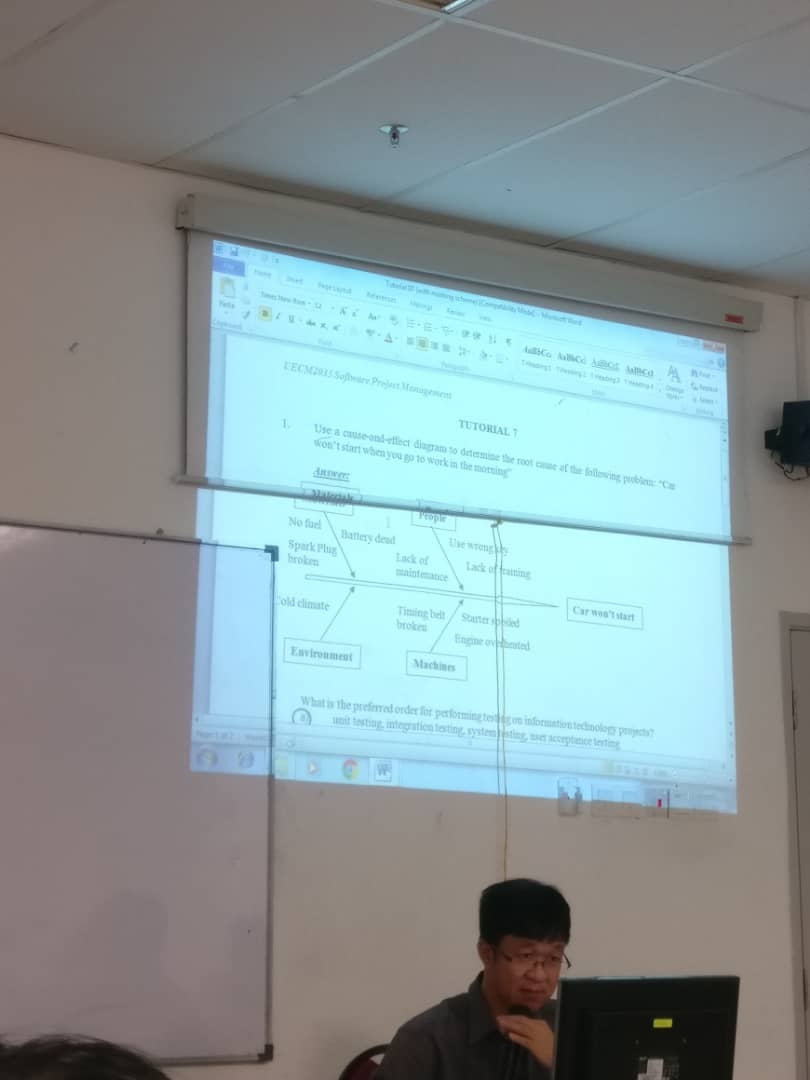
**TUTORIAL 7**

1. Use a cause-and-effect diagram to determine the root cause of the following problem:

“Car won’t start when you go to work in the morning”



1. What is the preferred order for performing testing on information technology projects?
2. unit testing, integration testing, system testing, user acceptance testing
3. unit testing, system testing, integration testing, user acceptance testing
4. unit testing, system testing, user acceptance testing, integration testing
5. unit testing, integration testing, user acceptance testing, system testing
6. What is the purpose of project quality management?
7. To produce the highest quality products and services possible
8. To ensure that appropriate quality standards are met
9. To ensure that the project will satisfy the needs for which it was undertaken
10. All of the above
11. \_\_\_\_\_\_\_\_\_\_\_\_\_ is the degree to which a set of inherent characteristics fulfills requirements.
12. Quality b) Conformance to requirements c) Fitness for use d) Reliability
13. \_\_\_\_\_\_\_\_\_\_\_\_ generating ideas for quality improvements by comparing specific project practices or product characteristics to those other projects or products within or outside the performing organization.
14. Quality audits
15. Design of experiments
16. Six sigma
17. Benchmarking
18. Give two reasons why testing alone is not enough to ensure quality.

The number of ways to test a complex system is huge.

User will continue to invent new ways to use a system that its developers never considered.

1. What is “Quality Assurance”?

All activities related to satisfying the relevant quality standards for a project.