

PART I (Common to All Disciplines)

Q1. What is ISTQB

- International software testing qualification board
- International software testing quality board
- International software tester qualification board
- International software testing qualification band

Correct Option: International software testing qualification board

Q2. The cost associated with NOT producing quality products or services is called _____

- Cost of Quality
- Cost of Poor Quality Product
- Cost of Mistake
- Cost of Poor Quality Service

Correct Option: Cost of Quality

Q3. Which of the following is a tangible benefit of following TQM?

- We can't comment on employee grievances
- No change in employee grievances
- Increase in employee grievances
- Reduction in employee grievances

Correct Option: Reduction in employee grievances

Q4. What is TQM?

- Total Quality Maintenance
- Total Quality Management
- Total Quality Managers
- Total Quality Mitigation

Correct Option: Total Quality Management

Q5. Which of the following is a tangible benefit of following TQM?

- We can't comment on employee grievances

- No change in employee grievances
- Increase in employee grievances
- Reduction in employee grievances

Correct Option: Reduction in employee grievances

Q6. The cost associated with NOT producing quality products or services is called _____

- Cost of Quality
- Cost of Poor Quality Product
- Cost of Mistake
- Cost of Poor Quality Service

Correct Option: Cost of Quality

Q7. Which of the following is a tangible benefit of following TQM?

- We can't comment on employee grievances
- No change in employee grievances
- Increase in employee grievances
- Reduction in employee grievances

Correct Option: Reduction in employee grievances

Q8. Evaluation of field stock and spare parts fall under the category of _____

- Purchasing Appraisal Costs
- Operations Appraisal Costs
- External Appraisal Costs
- External Failure Costs

Correct Option: External Appraisal Costs

Q9. The cost associated with NOT producing quality products or services is called _____

- Cost of Quality
- Cost of Poor Quality Product
- Cost of Mistake
- Cost of Poor Quality Service

Correct Option: Cost of Quality

Q10. The cost associated with NOT producing quality products or services is called _____

- Cost of Quality
- Cost of Poor Quality Product
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- Cost of Poor Quality Service

Correct Option: Cost of Quality

Q11. Which of the following is a tangible benefit of following TQM?

- We can't comment on employee grievances
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- Increase in employee grievances
- Reduction in employee grievances

Correct Option: Reduction in employee grievances

Q12. The cost associated with NOT producing quality products or services is called _____

- Cost of Quality
- Cost of Poor Quality Product
- Cost of Mistake
- Cost of Poor Quality Service

Correct Option: Cost of Quality

Q13. What is TQM?

- Total Quality Maintenance
- Total Quality Management
- Total Quality Managers
- Total Quality Mitigation

Correct Option: Total Quality Management

Q14. Evaluation of field stock and spare parts fall under the category of _____

- Purchasing Appraisal Costs
- Operations Appraisal Costs
- External Appraisal Costs
- External Failure Costs

Correct Option: External Appraisal Costs

Q15. Which of the following is a key principle of Quality Assurance (QA) in management?

- Fixing defects after product completion
- Fixing defects before product completion
- Continuous improvement of processes
- none

Correct Option: Continuous improvement of processes

Q16. The cost associated with NOT producing quality products or services is called _____

- Cost of Quality
- Cost of Poor Quality Product
- Cost of Mistake
- Cost of Poor Quality Service

Correct Option: Cost of Quality

Q17. What is TQM?

- Total Quality Maintenance
- Total Quality Management
- Total Quality Managers
- Total Quality Mitigation

Correct Option: Total Quality Management

Q18. Evaluation of field stock and spare parts fall under the category of _____

- Purchasing Appraisal Costs
- Operations Appraisal Costs
- External Appraisal Costs
- External Failure Costs

Correct Option: External Appraisal Costs

Q19. Evaluation of field stock and spare parts fall under the category of _____

- Purchasing Appraisal Costs
- Operations Appraisal Costs

- External Appraisal Costs
- External Failure Costs

Correct Option: External Appraisal Costs

Q20. Evaluation of field stock and spare parts fall under the category of _____

- Purchasing Appraisal Costs
- Operations Appraisal Costs
- External Appraisal Costs
- External Failure Costs

Correct Option: External Appraisal Costs

Q21. What is TQM?

- Total Quality Maintenance
- Total Quality Management
- Total Quality Managers
- Total Quality Mitigation

Correct Option: Total Quality Management

Q22. What is TQM?

- Total Quality Maintenance
- Total Quality Management
- Total Quality Managers
- Total Quality Mitigation

Correct Option: Total Quality Management

Q23. Which of the following is a tangible benefit of following TQM?

- We can't comment on employee grievances
- No change in employee grievances
- Increase in employee grievances
- Reduction in employee grievances

Correct Option: Reduction in employee grievances

Q24. Which of the following is a tangible benefit of following TQM?

- We can't comment on employee grievances
- No change in employee grievances
- Increase in employee grievances
- Reduction in employee grievances

Correct Option: Reduction in employee grievances

Q25. Evaluation of field stock and spare parts fall under the category of _____

- Purchasing Appraisal Costs
- Operations Appraisal Costs
- External Appraisal Costs
- External Failure Costs

Correct Option: External Appraisal Costs

Q26. Costs associated with non-conformance or the costs due to poor quality is called _____

- Cost of Good Quality
- Cost of Poor Quality
- Cost of Improvement
- Cost of Planning

Correct Option: Cost of Poor Quality

Q27. Which of the following is a principle of TQM?

- Decisions made by top executives only
- Intermittent improvement
- Customer-focus
- Product-centered system

Correct Option: Customer-focus

Q28. How do Quality Leaders interact with people rather than directing and supervising them?

- Scold
- Train and coach
- Fire
- Threaten

Correct Option: Train and coach

Q29. How do Quality Leaders interact with people rather than directing and supervising them?

- Scold
- Train and coach
- Fire
- Threaten

Correct Option: Train and coach

Q30. Costs associated with non-conformance or the costs due to poor quality is called _____

- Cost of Good Quality
- Cost of Poor Quality
- Cost of Improvement
- Cost of Planning

Correct Option: Cost of Poor Quality

Q31. Which of these must be avoided in business letters?

- Polite words
- Formal words
- Abbreviations
- Clear details

Correct Option: Abbreviations

Q32. Which of these factors is not required for communication growth?

- Growth in size of organisations
- Negative atmosphere
- Globalisation
- Public relations

Correct Option: Negative atmosphere

Q33. Which of these is not a step in the listening process?

- To stop talking
- Receiving
- Misinterpreting

- Responding

Correct Option: Misinterpreting

Q34. Which of these is not a step in the listening process?

- To stop talking
- Receiving
- Misinterpreting
- Responding

Correct Option: Misinterpreting

Q35. Which of these factors is not required for communication growth?

- Growth in size of organisations
- Negative atmosphere
- Globalisation
- Public relations

Correct Option: Negative atmosphere

Q36. Which of these are vital for any organisation?

- Debates
- Group discussions
- Speeches
- Arguments

Correct Option: Group discussions

Q37. An ethical code helps in:

- Promoting ethical behavior and decision-making
- Maximizing profits for the organization
- Ignoring stakeholders concerns
- Prioritizing individual interests over organizational goals

Correct Option: Promoting ethical behavior and decision-making

Q38. Messages sent by a process _____

- have to be of a fixed size
- have to be a variable size
- can be fixed or variable sized
- none of the mentioned

Correct Option: can be fixed or variable sized

Q39. What is called for the collection of rainwater for use?

- Rain collection
- Rainwater harvesting
- Rain digging
- Rain water pumping

Correct Option: Rainwater harvesting

Q40. What is called for the collection of rainwater for use?

- Rain collection
- Rainwater harvesting
- Rain digging
- Rain water pumping

Correct Option: Rainwater harvesting