



EXAMINEE NAME:

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1. To ensure effectiveness of checklists, checklists should have only yes and no responses.
  - a. True
  - b. False**
2. Testing of the system to demonstrate system compliance with user requirements is
  - a. Black box testing
  - b. System testing
  - c. Independent testing
  - d. Acceptance testing**
3. The cost of prevention, as a component of cost of quality, is represented by which of the following:
  - a. Establishment of the help desk
  - b. Software testing
  - c. Problem tracking
  - d. Conducting software inspections
  - e. End user training.**
4. Who has the primary responsibility for the "selling" of the quality culture?
  - a. The education department
  - b. The quality practitioner
  - c. Senior management**
  - d. The CEO
5. Which is the most important practical & economical way of meeting customers needs.
  - a. Doing it right the first time**
  - b. After - the - fact defect removal
  - c. QC during development
6. Measures that can be used to measure Quality include
  - a. Enhancements
  - b. Size
  - c. Complexity
  - d. Rework**
7. Selection of tools is a
  - a. QC activity**
  - b. QA activity
  - c. None of the above.

8. The following is not a preventive cost :
- a. Field highlighting
  - b. Limit checks
  - c. Password**
  - d. Check digits
9. The moderator of an inspection activity:
- a. is a team member
  - b. knows the product being inspected thoroughly
  - c. is an invisible leader**
  - d. is the author of the product being inspected
10. Configuration management is **NOT** the process of
- a. Controlling the release of items through the life cycle
  - b. Recording & reporting the status of configurable items
  - c. Verifying the completeness of configurable items
  - d. Evaluating & scheduling changes to configurable items**
11. Quality assurance is designed primarily to detect and correct defects, while quality control is oriented towards preventing defects from occurring.
- a. True
  - b. False.**
12. For locating errors which span modules, it is more effective to do
- a. Reviews**
  - b. Testing
13. According to Edward Deming, one in \_\_\_\_ employees must spend the necessary ten years to become a statistician.
- a. 10
  - b. 500
  - c. 50
  - d. 100**
  - e. 1000
14. Given the following costs :
- |                   |                  |
|-------------------|------------------|
| Training: \$1000  | Coding : \$1000  |
| Analysis : \$1000 | Testing : \$1000 |
| Design : \$1000   | Rework: \$1000   |
- The cost of quality is:
- a. \$3000
  - b. \$4000
  - c. \$5000
  - d. \$6000**

15. Function Points
- a. provide a measure of the system size
  - b. can be used to compare different kinds of application systems**
  - c. together with past data can be used to estimate future effort
  - d. all of the above
  - e. none of the above
16. Histogram provides corrective action for high-frequency causes of problems
- a. True
  - b. False.**
17. Which is not an objective of testing
- a. Determine whether system meets specifications
  - b. Determine whether system meets needs
  - c. Provide insight into Software Development Process
  - d. Aid in appraisal of Team Members**
18. QA is a managerial function designed primarily to detect & correct defects.
- a. True**
  - b. False.
19. Resistance to change is normally because of
- a. Defiant attitude of workers
  - b. No direct benefits/incentives on change over
  - c. Lack of awareness / training on the new technology / process**
  - d. All of above.
20. If you were given a bar chart which showed defects by the phase in which they were introduced, in chronological order, you would have been handed a(n):
- a. Cause-effect diagram
  - b. Ishikawa diagram
  - c. Pareto chart**
  - e. Control chart
  - f. None of above
21. The statement of an organization's commitment to quality is a:
- a. Policy**
  - b. Vision
  - c. Mission
  - d. Goal

22. A form used to record the discrepancies found during QC activities is a
- a. Check-sheet
  - b. Review report
  - c. Test log
  - d. Defect log**
  - e. None of the above
23. “To achieve client satisfaction by delivering solutions meeting client needs.” This statement is a:
- a. Vision
  - b. Mission**
  - c. Goal
  - d. Principle
  - e. Policy
  - f. None of the above
24. “Searching for best practices that would help define superior performance of a product or a service” is:
- a. Baselineing
  - b. Benchmarking**
  - c. Brain-storming
  - d. None of the above
25. Quality without timeliness and cost consideration is \_\_\_\_\_
- a. Meaningless**
  - b. Beneficial
  - c. One of product deficiencies
  - d. Cheaper
26. Which is not an objective of prototyping
- a. Requirement Analysis**
  - b. User Interface Development
  - c. Functional Development
  - d. Machine Performance Evaluation
  - e. Application Development
27. AQL means -
- a. Audit quality level
  - b. Audit quantity level
  - c. Accepted quality level**

28. The most important task to do before a tool is acquired is to:
- a. Perform a cost/benefit analysis
  - b. Determine the need/objective for acquiring the tool**
  - c. Ensure the tool fits into the long-range plan
  - d. Test to determine if the tool works according to vendor specifications
  - e. Perform a search of available tools
29. A defect is a
- a. Deviation from specification
  - b. Deviation from a standard
  - c. Anything that causes customer dissatisfaction
  - d. All of the above**
  - e. None of the above
30. Which of the following is NOT a tool used by managers in management and planning:
- a. Affinity Diagram
  - b. Activity Network Diagram
  - c. Scatter Diagram**
  - d. Matrix Diagram
31. The scoring system of National Quality Award Model is based on:
- a. Approach
  - b. Deployment
  - c. Result**
  - d. All of the above
32. Three eligibility categories for the MBNQA are:
- a. Service, Large business, Small Business
  - b. Manufacturing, Large Business, Service
  - c. Service, Manufacturing, Small Business**
  - d. None of the above
33. Six-Sigma quality is defined as:
- a. 4.3 defects per million parts
  - b. 3.4 defects per million parts**
  - c. 3.3 defects per million parts
  - d. 4.4 defects per million parts

34. The concept that is an integral part of information technology function is :
- a. Meeting the requirements
  - b. Producing a quality product**
  - c. Customer's view of quality is the correct view of quality.
35. Deming's principles aim to:
- a. Improve quality
  - b. To remove causes of failure
  - c. To help people to do a better job with less effort
  - d. All of the above**
  - e. None of the above
36. The management cycle, as per the -----, comprises of plan, do, check and act.
- a. QAI's Quality Improvement Model**
  - b. ISO 9001
  - c. SEI-CMM Model
37. The results of peer reviews should be presented to
- a. Author of the product & supervisor
  - b. QA function & the supervisor
  - c. Author & QA function**
38. An Error once corrected, will not occur again. This applies to software also.
- a. True
  - b. False**
39. Constructive Criticism is best carried out:
- a. In the presence of seniors
  - b. In the presence of peers
  - c. In private**
  - d. All of the above
40. High Quality is synonymous with high cost.
- a. True**
  - b. False

41. Quality is a \_\_\_\_\_ Responsibility.
- Staff
  - Line
  - Both**
42. The responsibility of supervisor is to:
1. Teach subordinates how to perform
  2. Evaluate subordinate performance
  3. Assist and support workers until they become proficient
- 1 & 2
  - 1 & 3
  - 2 & 3
  - 1, 2 and 3**
43. Acceptable quality level is to accept some level of defects as normal and acceptable, as many believe that defect free information technology products are not practical or economical.
- True**
  - False
44. \_\_\_\_\_ is the use of statistical techniques and tools to measure an ongoing process for change or stability.
- Quality improvement
  - Quality Control
  - Statistical process control**
  - Product improvement
45. Which one of the following definitions of quality is more important.
- Quality means meeting requirements.
  - Quality means fit for use.**
  - Both of them



46. Quality Assurance Dept should not have independent reporting line to senior management and they should report to middle management for better performance
- a. True
  - b. False**
47. An activity that verifies compliance with policies and procedures and ensures that resources are conserved is
- a. an inspection
  - b. an audit**
  - c. a review
  - d. an assessment
48. If a programmer follows a series of steps to make a program he is following a:
- a. Workbench
  - b. Procedure**
49. The first thing required for Quality to happen is :
- a. Commitment from the Quality Assurance Manager
  - b. Mature understanding by all the employees
  - c. Commitment from Management**
  - d. Quality Policy
50. Which of the CMM levels implies a defined process:
- a. Level One
  - b. Level Two
  - c. Level Three**
  - d. Level Four
  - e. Level Five