

DueJun 18, 11:59 PM +08

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1.

As a project manager, you’re overseeing a product launch. You have laid out a quality plan which you ensure is being followed by performing regular audits and check-ins with stakeholders. The audits and check-ins confirm your clients are receiving the exact high-quality product they expect. Which quality management concept does this represent?

1 / 1 point
- ☐

Assurance planning

☐

Quality control
- ☒

Quality assurance
- ☐
- Assurance standards

☒

Correct

2.

Which quality management concept takes place throughout the entire project lifecycle and focuses mainly on audits and testing *during* the development process?

1 / 1 point

☐

Quality planning

☐

Quality standards☐

☒

Quality assurance

☒

Correct

3.

As part of fostering a relationship with a customer, it is important to understand their current state versus their desired state. Which of the following is an effective way to achieve this understanding?

1 / 1 point

☒

Ask open-ended questions

☐

Ask for a list of frustrations they have☐☐

☒

Correct

4.

During a user acceptance test (UAT), the project manager creates UAT scripts so the testers better understand the product or service. The project manager writes the scripts based on user stories, which are best described as what?

1 / 1 point

☐

Step-by-step instructions that users follow during the testing process

☐

Feedback from users that includes positive comments, bug reports, and change requests

☒

Informal, general explanations of a feature that reflect the perspective of an end user☐

☒

Correct

5.

A project manager is considering process improvements. They identify that their team is too slow when delivering a service. They have an educated guess about what’s causing the problem and how to fix it. What’s the term for this educated guess?

1 / 1 point

☐

Research

☒

Hypothesis

☐

Variable☐

☒

Correct

