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item**

1. Your quality management plan uses a panel of experienced users to preview new features. You find the benefit of this preview process is that it reduces the amount of time and money spent to implement features that users are not eager to use. Which of the following describes this benefit of your quality management plan? **1 / 1 point**

- ☐ Increased collaboration
- ☐ Delivering a quality product
- ☒ Decreased overhead
- ☐ Quality standards

✓ **Correct**

2. What term refers to the requirements and specifications that your product must meet in order to be considered successful by your stakeholders? **1 / 1 point**

- ☐ Quality management
- ☐ Quality assurance
- ☐ Quality documentation
- ☒ Quality standards

✓ **Correct**

3. What is the purpose of quality assurance in quality management?

0 / 1 point

- ☐ To evaluate and measure how well your project meets its goals
- ☒ To ensure quality standards are maintained when a problem is identified
- ☐ To decrease overhead
- ☐ To determine quality standards for your project

⊗ **Incorrect**

Please review [the video on creating evaluation questions](#).

4. There are two main categories of evaluation questions: Questions that ask how you can make improvements and questions that help you measure and compare outcomes. Which of the following questions intends to help you measure and compare?

0 / 1 point

- ☐ What are the costs and benefits?
- ☐ Who is benefiting?
- ☐ What is working and what is not working?
- ☒ Which goals are being met?

⊗ **Incorrect**

Please review [the video on creating evaluation questions](#).

5. You are evaluating a customer experience initiative that you manage for a large grocery store. Which of the following evaluation indicators would answer the evaluation question: Is advertising on large billboards improving store sales?

1 / 1 point

- ☐ The store has increased its advertising budget by 25%.
- ☒ Store revenue has increased by 15% over the last quarter.
- ☐ Customers redeem store coupons 25% more often.
- ☐ Customers are 35% more likely to recommend your store to a friend.

✓ Correct

6. Your quality management plan for a product redesign project includes beta testing to preview new features. You ask beta test participants this question: “On a scale of 1 to 5 (where 1= “almost never” and 5= “all the time”), how often would you use this feature?” What type of survey question is this an example of? 1 / 1 point

- ☐ A close-ended true/false question
- ☐ An open-ended question
- ☒ A close-ended scaled question
- ☐ A close-ended multiple choice question

✓ Correct

7. What is one element that helps an audience visualize data during a presentation? 1 / 1 point

- ☐ Use a small font to display a lot of information.
- ☐ Avoid the use of visuals and create a list.
- ☐ Use very bright colors that clash with each other to make graphs stand out.
- ☒ Use graphics or charts to show data.

✓ Correct

8. As a project manager, what is your role during a retrospective? Select all that apply. 1 / 1 point

- ☐ Stay silent and let team members lead the discussion
- ☒ Identify details to include in the retrospective document

✓ Correct

✓ Ensure all team members feel included

✓ Correct

✓ Manage the tone of the discussion

✓ Correct

9. What is the most important reason to get high participation in your retrospectives?

1 / 1 point

- ☐ High participation indicates the importance of your project.
- ☐ High participation reflects your influence as project manager.
- ☒ High participation increases the chance for meaningful process improvements.
- ☐ High participation increases the likelihood that your top performers will be present.

✓ Correct

10. In the context of a retrospective, what term best refers to responsibility for decisions associated with a project or task?

1 / 1 point

- ☐ Participation
- ☐ Blame
- ☐ Management
- ☒ Accountability

✓ Correct