Congratulations! You passed!
Grade received 100%
To pass 80% or higher
 Go to next item

1. Fill in the blank: _____ is an ongoing effort to improve products or services. It begins with a project manager recognizing   1 / 1 point
    processes and tasks that they should create, eliminate, or improve.

    ○ Control improvement

    ● Continuous improvement

    ○ Process improvement

    ○ Experimental improvement

    ⊘ **Correct**
       Continuous improvement is an ongoing effort to improve products or services. It begins with recognizing when processes
       and tasks need to be created, eliminated, or improved.

2. As a project manager, you decide to use a continuous improvement framework to help you measure success. The framework   1 / 1 point
    you choose has a step that involves conducting performance metrics and data collection to establish baselines. Which
    framework does this describe?

    ○ UAT

    ○ KPI

    ○ PDCA

    ● DMAIC

    ⊘ **Correct**
       DMAIC stands for *define*, *measure*, *analyze*, *improve*, and *control*. Conducting performance metrics and data collection
       occur during the *measure* step.

3. Which continuous improvement framework does the following scenario represent?   1 / 1 point

    A project manager identifies an ongoing communication issue where a vendor isn't getting notified about product shipments. To
    fix the problem, they first plan additional communication strategies. Next, they implement one of their strategies—send an
    additional email after each shipment. Then, they check to verify that the customer receives the email. Finally, they review the
    process to fine-tune and ensure continuous improvement.

    ○ KPI

    ● PDCA

    ○ DMAIC

    ○ UAT

    ⊘ **Correct**
       PDCA stands for *plan*, *do*, *check*, and *act*. The 4-step process focuses on identifying a problem, fixing the issue,
       assessing whether the fix was successful, and fine-tuning the final fix.

4. What's the main difference between a program and a portfolio?   1 / 1 point

    ● A program is a collection of projects, whereas a portfolio is a collection of both projects and programs across an entire
       organization.

    ○ A program contains current projects, whereas a portfolio contains previous projects.

    ○ A portfolio contains more complex projects than a program.

    ○ A program contains better-organized projects than a portfolio.

    ⊘ **Correct**
       Projects can exist inside of programs, which can exist inside of portfolios.

5. A construction company tests a strategy to reduce costs on a collection of projects. This experiment is part of a long-term   1 / 1 point
    business objective. What position would most likely oversee this test across several projects?

    ● Program manager

    ○ Portfolio manager

    ○ Project manager

    ○ Primary stakeholder

⊘ Correct
A program manager supervises groups of projects and focuses on long-term business objectives.