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QUESTION 1

The following types of controls, which are designed to alert individuals to a process problem such as control totals assuring data transmissions are complete, are called:

A. Preventive Controls

B. Detective Controls

C. Corrective Controls

D. Quality Controls

E. All of the above

Correct Answer: B

QUESTION 2

_____is a statement of principles, and a broad guide to action.

A. Quality Standards

B. Quality Policy

C. Quality Procedures

D. Guidelines

Correct Answer: B

QUESTION 3

Which of the following is NOT one of the five types of listening?

A. Therapeutic Listening

B. Critical Listening

C. Structured Listening

D. Comprehensive Listening

E. Discriminative Listening

Correct Answer: C

QUESTION 4

Getting the right change installed at the right time is a responsibility of what type of software management?

A. Software Risk Management

B. Risk Management

C. Defect Management

D. Software Configuration Management

E. Software Test Management

Correct Answer: D

QUESTION 5

This approach sends the message that quality management is something for the employees, but not necessarily for management.

A. Top-down

B. Middle-out

C. Bottom-up

D. Pyramid

Correct Answer: C

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