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QUESTION 1

The Pareto analysis is most effective for_____.

- A. Showing relationships between items
- B. Ranking items by importance
- C. Measuring the impact of identified items

Correct Answer: B

QUESTION 2

Which of the following definitions apply to the cost of quality?

- A. Customer satisfaction
- B. Left over product
- C. Total cost of all project efforts
- D. Redoing entire project

Correct Answer: C

QUESTION 3

Quality and quality assurance are synonymous.

- A. True
- B. False

Correct Answer: B

QUESTION 4

The Pareto analysis is most effective for _____.

- A. Showing relationships between items
- B. Measuring the impact of identified items



C. Ranking items by importance

Correct Answer: C

QUESTION 5

The more common benefits associated with a service-level agreement are:

- A. Establish two-way accountability
- B. Make complaining easy
- C. Provide the basis for an IS budget
- D. When Testing is over it becomes QA

Correct Answer: D

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