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**QUESTION 1**

Which of the following actions can be used to ensure the quality of project deliverables?

- A. Analyzing performance information
- B. Ensuring all vendors are ISO certified
- C. Updating the risk register
- D. A concise statement of work

Correct Answer: A

QUESTION 2

Which of the following are included in phase gate approvals?

- A. Lessons learned, budget schedule review
- B. Change control board, committee consulting
- C. Audit trails, retention, and version control
- D. Cost estimate and resources required

Correct Answer: A

QUESTION 3

A specific deliverable is needed in order to meet a project requirement. Another project has already constructed this deliverable and there is a strategic push for re-usable, leveraged components to be utilized. Which of the following actions should the project manager take?

- A. Ignore the other project so as not to introduce inter-dependencies between projects as this could adversely affect the project schedule.
- B. Identify project dependency as a threat, update risk register and inform stakeholders so that a decision can be made.
- C. Plan to leverage the other project's deliverables, make a direct project cost savings and meet organizational strategic goals.
- D. Escalate the issue to the project sponsor so that a project decision can be made so that the project has clear direction going forward.

Correct Answer: C

QUESTION 4



Which of the following conflict resolution techniques involves one party overpowering another without regard to relationships within the group?

- A. Avoiding
- B. Smoothing
- C. Forcing
- D. Compromising

Correct Answer: C

QUESTION 5

Project team members are located in two different time zones, with a five hour time difference. The team members cannot agree on a time of day to have a standing meeting. Which of the following is the BEST approach to finding a meeting time?

- A. Forcing
- B. Compromising
- C. Avoiding
- D. Smoothing

Correct Answer: B

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