



# PK0-004<sup>Q&As</sup>

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**QUESTION 1**

To maintain an active project's progress, the project manager does not acknowledge any opposing input that was provided. Which of the following techniques is this an example of?

- A. Mitigating
- B. Negotiating
- C. Forcing
- D. Avoiding
- E. Accepting

Correct Answer: D

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**QUESTION 2**

A project manager at a projectized organization is resource leveling the upcoming phase. The project manager notices one of the resources is assigned with 20% of allocation to a secondary project. This situation limits and jeopardizes the commitment date.

Which of the following should the project manager do NEXT?

- A. Ask the functional manager to release the 20% of allocation from the secondary project.
- B. Ask the sponsor to negotiate with the project manager from the secondary project.
- C. Ask the PMO to assign additional resources.
- D. Ask the project manager of the secondary project to release the resource.

Correct Answer: A

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**QUESTION 3**

Which of the following documents will provide the MOST detailed information regarding the work a vendor will perform during a project?

- A. RFI
- B. SLA
- C. SOW
- D. PO

Correct Answer: C

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#### QUESTION 4

A team has been assembled and assigned a project to reduce recent, unanticipated production cost overruns. Which of the following tools should the project team select to determine the possible origins of the increased costs?

- A. Pareto chart
- B. Fishbone diagram
- C. Process diagram
- D. Run chart

Correct Answer: B

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#### QUESTION 5

Which of the following is used to perform a root cause analysis?

- A. Ishikawa diagram
- B. Bar chart
- C. Pareto diagram D. Scatter plot

Correct Answer: A

Reference: <http://asq.org/learn-about-quality/cause-analysis-tools/overview/overview.html>

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