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#### QUESTION 1

When building a quality environment, one of top management's major responsibilities must be:

- A. Setting the ground rules of who can participate
- B. Developing the vision / values and mission statement for the company
- C. Determining who should sit on each of the quality boards
- D. Ensuring that the quality meetings do not last more than one hour

Correct Answer: B

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#### QUESTION 2

In critical listening, the listener is:

- A. Sympathetic to the speaker's point of view
- B. Performing an analysis of what the speaker said
- C. Selecting pieces of information
- D. Getting a complete message with minimal distortion
- E. None of the above

Correct Answer: B

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#### QUESTION 3

Desires and intents concerning intended objectives or products, should be set by:

- A. Management
- B. Quality Function
- C. Project Manager
- D. Quality Team

Correct Answer: A

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#### QUESTION 4

At what process maturity level in the SEI process maturity model would you expect that the most effort would be devoted to quality control?



- A. Level Two
- B. Level Three
- C. Level Four
- D. Level Five

Correct Answer: A

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#### QUESTION 5

A weakness in an information system, which is a point where the software systems are easiest to penetrate, is called a:

- A. Risk
- B. Vulnerability
- C. Threat
- D. Control
- E. Exposure

Correct Answer: B

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