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QUESTION 1

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 2

A process/activity during which a high number of defects occur is known as a defect-prone process.

- A. True
- B. False

Correct Answer: A

QUESTION 3

You should always listen attentively to your customer and never ask them to further explain what they mean.

- A. True
- B. False

Correct Answer: B

QUESTION 4

Strategic quality and planning category examines the company's approach to planning to determine its adequacy to achieve or sustain quality leadership.

- A. True
- B. False



Correct Answer: A

QUESTION 5

The functionality/structure of the system created to solve a problem, satisfy a user need (note that this is the creative part of the design process) is known as the fishbone diagram.

A. True

B. False

Correct Answer: A

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