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QUESTION 1

The essence of a quality internal product is:

- A. Customer satisfaction
- B. Improving internal processes
- C. Delivering the right product

Correct Answer: A

QUESTION 2

During a proposal presentation you should

- A. Sell your enthusiasm to do the project effectively, efficiently, and economically
- B. Emphasize that your project team is well equipped to implement the solution
- C. Sell the corporate experience of your project staff and yourself
- D. Emphasize that you have the best solution to the customer's problems
- E. All the above

Correct Answer: E

QUESTION 3

Within an organization, a service-level agreement is most effective when it is an ongoing negotiation and improvement process.

- A. True
- B. False

Correct Answer: A

QUESTION 4

For Black-Box Testing _____.



- A. The tester is completely unconcerned about the internal behavior of the program
- B. The tester is concerned with finding circumstances in which the program does not behave according to specifications
- C. Test data is derived solely from specifications
- D. All of the above

Correct Answer: D

QUESTION 5

A process allows the same quality to be replicated from product to product, often by the use of standards and procedures.

- A. True
- B. False

Correct Answer: A

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