



# CSTE<sup>Q&As</sup>

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#### QUESTION 1

After you have agreed on what action to take, you should repeat it back to your customer and ask your customer if it is agreeable

- A. True
- B. False

Correct Answer: A

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#### QUESTION 2

The scope, management and analysis of data depend upon.

- A. The type of business, its resources
- B. Number and geographical distribution of business units
- C. All of the above

Correct Answer: C

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#### QUESTION 3

The National Quality Awards provide a basis for successful benchmarking against other companies.

- A. True
- B. False

Correct Answer: A

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#### QUESTION 4

The objective of risk analysis is to help IT management strike an economic balance between the impact of risks and the cost of protective measures.

- A. True
- B. False

Correct Answer: A

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#### QUESTION 5

Software errors are least costly to correct at what stage of the development cycle?

- A. Construction Stage
- B. Requirements Stage
- C. Acceptance Test Stage

Correct Answer: B

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#### QUESTION 6

The Pareto analysis is most effective for\_\_\_\_\_.

- A. Showing relationships between items
- B. Ranking items by importance
- C. Measuring the impact of identified items

Correct Answer: B

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#### QUESTION 7

Quality and quality assurance are synonymous.

- A. True
- B. False

Correct Answer: B

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#### QUESTION 8

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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#### QUESTION 9

A latent defect is the same as a fault.

A. True

B. False

Correct Answer: A

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#### QUESTION 10

Vision is a clear definition of the result you are trying to achieve.

A. True

B. False

Correct Answer: A

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#### QUESTION 11

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

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#### QUESTION 12

A unit level test plan should be input to a system or integration level test plan.

A. True

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B. False

Correct Answer: A

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### QUESTION 13

Quality assurance is the process by which product quality is compared with applicable standards, and the action taken when nonconformance is detected.

A. True

B. False

Correct Answer: A

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### QUESTION 14

Which process does QA provide and umbrella for?

A. Project management plan

B. Quality baseline

C. Quality assurance

D. Continuous process improvement

Correct Answer: D

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### QUESTION 15

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

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