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CSTE

Certified Software Tester



Exam B

QUESTION 1

What is the primary objective of the system proposal from the producer's viewpoint?

- A. To present the costs / benefits of the proposal
- B. To obtain an agreement for more work
- C. To standardize presentations
- D. To present the methodology of operations

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 2 In quantifying risk, the term RE represents

- A. Risk Expense
- B. Related Expense
- C. Risk Exposure
- D. Risk Estimation

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:



QUESTION 3 The term "Defect" is related to the term "Fault" because a fault is a defect, which has not yet been identified.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 4 What type of change do you need before you can obtain a behavior change?

- A. Lifestyle
- B. Internal
- C. Vocabulary
- D. Management

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 6 The _____ is an application of process management and quality improvement concepts to software development and maintenance.

- A. Malcolm Baldrige
- B. ISO 9000
- C. SEI/CMM
- D. QS14000

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 7 Function points measure the lines of code.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 8

The average time between consecutive failures in a system or component during a specified period is known as the mean time between failures (MTBF).

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 9

The process of identifying the kinds of software failures that can occur and then quantifying how likely it is that they will actually occur is _____.

- A. Configuration Management



- B. Contingency Planning
- C. Risk Management
- D. Process Improvement

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 10 Quality can be separated from the controls associated with it?

- A. True
- B. False

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 11 What is the relationship between testing and quality assurance?

- A. QA is part of a complete testing process
- B. Testing and QA are two terms for the same thing
- C. Testing is part of a complete QA process
- D. When Testing is over it becomes QA

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 12 Information systems organizations should have standards and procedures on running meetings.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 13 The Pareto analysis is most effective for _____.

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 14 One of the key concepts of a task force is that the leader be an expert in leading groups as opposed to an expert in a typical area.

- A. True
- B. False

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 15 The more common benefits associated with a service-level agreement are:

- A. Establish two-way accountability
- B. Make complaining easy
- C. Provide the basis for an IS budget
- D. When Testing is over it becomes QA

Correct Answer: D
Section: (none)
Explanation



Explanation/Reference:

QUESTION 16 Which of the following is NOT included in ISO guidelines?

- A. Purchaser and Supplier
- B. Internal Quality System Audits
- C. Management principles
- D. Documentation

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 17 Configuration management can be applied to non-test changes.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 18 An angry person is more likely to tell you symptoms than the real problems.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 19 The purpose of a system proposal closing is to:

- A. Succinctly overview the proposal
- B. Emphasize that you have the best solution to the problem
- C. Get the approval to proceed

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:



QUESTION 20 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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 21

Deming's Fourteen Points for Management can be summed up by:

- A. Create constancy of purpose by breaking down barriers between departments
- B. Cease dependence on inspection to achieve quality
- C. Stop focusing on judgment results and start focusing on improvement of processes
- D. Improve constantly and forever the system of production and service to improve quality and productivity and to decrease costs

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 22 Quality of a walkthrough depends on preparation by participants.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 23 Inspections may or may not involve the author of the work product.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 24

Which of the processes includes all activities of the performing organization that determines policies and responsibilities of a project?

- A. Performance quality control
- B. Performance plan management
- C. Project quality management
- D. Quality control management



Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 25 To reduce the cost of removing defects, inspections should be emphasized, together with any other cost-effective techniques. The role of functional system testing should then be changed to one of gathering quality data on the programs.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 26

The Malcolm Baldrige National Quality Award is an annual award to recognize US companies which excel in

- A. Quality achievement and quality control
- B. Quality assurance and quality control

C. Quality achievement and quality management Meeting all the definitions of quality

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 27

Leadership evaluations are based upon the appropriateness, effectiveness and extent of the executives' and of the company's involvement in relation to the size and type of business.

A. True

B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 28

Information and analysis category examines the scope, validity and use of data to determine the adequacy of the data system to support total quality management.

A. True

B. False

Correct Answer: A

Section: (none)

Explanation



Explanation/Reference:

QUESTION 29

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 30 Human resources utilization category examines the company's efforts to develop and involve _____.

A. The line staff in total quality

B. The management in total quality

C. The entire workforce in total quality

D. All the above

Correct Answer: C

Section: (none)
Explanation

Explanation/Reference:

QUESTION 31 Pick the best tactic to use in constructive criticism to help the worker understand his or her solution to the criticism.

- A. Criticize the individual rather than the product, because the individual creates problems with the product.
- B. Be prepared to help your subordinate improve his or her performance.
- C. Do it in public, while others are listening, so they too can learn from other people's mistakes.
- D. Explain to the employee what will happen to his or her career if the employee's behavior doesn't change.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 32 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
Section: (none)
Explanation

Explanation/Reference:



QUESTION 33 The receivers of an information systems service are known as users.

- A. True
- B. False

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 34 Productivity is increased if value is added to a product.

- A. True
- B. False

Correct Answer: A
Section: (none)
Explanation
Explanation/Reference:

QUESTION 35

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 36 A latent defect is the same as a fault.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 37 Quality and quality assurance are synonymous.

- A. True
- B. False

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 38 Vision is a clear definition of the result you are trying to achieve.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 39 A standard is not an expected norm

- A. True
- B. False

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 40 Quality control relates to a specific product or service.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 41 Which two elements are the major causes of documentation problems?
(Choose any two)

- A. Forgetfulness
- B. Not enough time
- C. Personal attitudes
- D. Low priority

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 42 Almost one-half of a programmer's time is spent identifying and fixing errors in specifications.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 43 What is the present value of money of a \$10,000 expenditure that you will spend one year from now if money is worth 14 percent?

- A. \$1600
- B. \$8770
- C. \$8600
- D. \$2630

Correct Answer: B

Section: (none)

Explanation



Explanation/Reference:

QUESTION 44 National Quality Awards are intended to foster continuous improvement activities.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 45 The objective of the present value of money calculation is to convert future dollars into current dollars.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 46 In the IT workbench, quality, and performance of the work are the responsibility of the QA department.



- A. True
- B. False

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 47 The process used for documenting user's requirements is known as validation.

- A. True
- B. False

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 48

A large portion of the cost of quality is usually the cost of rework.

- A. True

B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 49 Function points quantify data processing work outputs.

A. True

B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 50 Function points are hardware and software independent.

A. True

B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 51 The inspection is an evaluation technique that relies on visual examination of an item.

A. True

B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 52 The three parts of the function point count must be determined individually.

A. True

B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:



QUESTION 53 The intent of the quality control checklist should be to improve the quality of the product being controlled by investigative means.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 54 Measurement of function points cannot be used for comparing two different kinds of systems.

- A. True
- B. False

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 55 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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 56 The number-one skill needed for the tester analyst is listening.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 57 A program whose purpose is to reduce the number of defects produced is known as a quality improvement program.

- A. True
- B. False

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 58 The Baldrige award is a world-wide quality award.

- A. True
- B. False

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 59

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
Section: (none)
Explanation

Explanation/Reference:



QUESTION 60 Which of the following test approaches is not a structured test approach?

- A. Load / stress Testing Approach
- B. Operations Testing Approach
- C. Regression Testing Approach
- D. None of the above

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 61 A quantitative measurement used to determine test completion is _____.

- A. Requirements Coverage
- B. Defect Measurement
- C. Statistical Analysis

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 62 Boundary
Value Testing:

- A. Test boundary conditions on, above, and below the edges of input and output equivalence classes.
- B. Is the same as equivalence partitioning tests
- C. Tests combinations of input circumstances
- D. Is used in white-box testing strategy

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 63 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

Section: (none)

Explanation

Explanation/Reference:



QUESTION 64 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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 65 Decision / Branch Coverage strategy
_____.

- A. Always satisfies statement coverage
- B. Means that every branch direction is traversed at least once
- C. Is used in black-box testing
- D. Is the same as condition coverage

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 66 Acceptance testing means:

- A. Testing after changes have been made to ensure that no unwanted changes were introduced
- B. Testing performed on a single stand-alone module or unit of code
- C. Testing to ensure that the system meets the needs of the organization and the end user.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 67 The National Quality Awards provide a basis for successful benchmarking against other companies.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 68 The purpose of software testing is to _____.

- A. Detect the existence of defects
- B. Demonstrate that the application works properly
- C. Validate the logical design

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 69 Policies provide _____ (Select any two options)

- A. Detailed prescription to decision makers
- B. Guidance to decision makers
- C. Broad direction to decision makers

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 70 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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 71 The Cost of Quality is usually the _____.

- A. Cost of Risk Assessment
- B. Cost of Rework
- C. Cost of Prototyping
- D. Cost of Testing

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 72 A non-sampling error relates to the sample properly reflecting the true characteristics of the population.

- A. True
- B. False



Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 73

The two major differences between internal auditing and quality assurance involve their respective statement of responsibilities and common body of knowledge.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 74

Software testing accounts for what percent of software development costs?

- A. 10-20
- B. 5-10
- C. 70-80

D. 40-50

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 75

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 76

Sheela is told to prepare a report on the most commonly occurring product defects. She reviews the software defect reports, which categorize the defects as coding errors, requirements errors, documentation errors, etc. The best tool to report this information is:

A. A cause and effect diagram

B. A scatter plot

C. A histogram

D. A Pareto diagram



Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 77 A unit level test plan should be input to a system or integration level test plan.

A. True

B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 78 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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 79 Listening is the most frequently used form of communication.

A. True

B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 80 An oral system proposal:

A. Replaces a written system proposal

B. Gives the customer a chance to ask questions and clarify what the proposal left unanswered

C. Allows the project leaders to walk users through the important features of the solution to their problem

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 81

Consensus means:

A. Whatever the boss says

B. You don't have to like it, you just have to be able to accept it

C. Compromise

D. Majority rules

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 82 White Box testing assumes that the path of logic in a unit or program is not known.

A. True

B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 83

When you believe the problem has been solved, it is logical to assume that your customer also agrees.

- A. True
- B. False

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 84

Incremental Testing involves adding unit-tested programs to a given module or component one by one, and testing each resultant combination. Of the two types, Top-down is often thought to be easier because drivers are often easier to create than stubs.

- A. True
- B. False

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:



QUESTION 85

To establish a position for mutual discussion, if your customer stands you should be seated to show interest in your customer's problem.

- A. True
- B. False

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 86 In attending to a speaker you should periodically restate what you heard the speaker say and ask the speaker to confirm that that was the intent of the information spoken.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 87

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 88 Black Box testing determines whether combinations of inputs and operations produce expected results.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 89 Choose the two options that are incorrect about the listening skill:

- A. Listening involves three steps: hearing, attending, feedback
- B. You should ask questions to the speaker to confirm what he or she is saying.
- C. Listening is a skill that is taught to young children

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 90 Peter is performing a test to see that it complies with the user requirement that a certain field be populated by using a dropdown box containing a list of values. Peter is performing _____.

- A. Black-Box Testing
- B. Regression Testing
- C. White-Box Testing
- D. Load Testing

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 91

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 92 The essence of a quality internal product is:

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 93 The data that is available with the optimizing process gives us a new perspective on testing.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 94 With a little experience, management can soon see that process optimization can produce major quality and productivity benefits.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 95 Which of the following are negative possibilities if quality requirements are not met?

- A. Termination
- B. Customer complaints and late product
- C. Overworking team members and poor product quality
- D. Poor quality

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 96 The _____ is also known as V & V.

- A. Software Testing
- B. Reviews & Inspections
- C. Software OA
- D. None of the above
- E. All of the above

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

QUESTION 97 Which term defines the process of project compliance with policies and procedures?

- A. Quality assurances
- B. Quality audits
- C. Quality control
- D. Quality control management

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 98 With the optimizing process, the organization has the means to identify the weakest elements of the process and to fix them.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 99 Reviews can enforce the use of standards.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 100 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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 101 Achieving quality requires:

- A. Exceeding the customer's expectations
- B. Focusing on the customer
- C. Meeting all the definitions of quality
- D. All the above
- E. Understanding the customer's expectations

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 102 Many types of errors can be identified and fixed far more economically by design and code inspections than by testing

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 103 Which of these terms apply to identifying quality standards and how to satisfy them?

- A. Quality Management
- B. Quality Overview
- C. Quality Planning
- D. Quality Projections

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 104 With the optimizing process, the data is available to justify the application of technology to various critical tasks, and numerical evidence is available on the effectiveness with which the process has been applied to any given product.

- A. True
- B. False

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 105 For most projects, a little analysis shows that there are two distinct activities involved:

- A. The removal of defects
- B. The assessment of program quality
- C. Application of technology to critical tasks
- D. A & B Above

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 106 Evaluations for strategic quality planning do not depend upon

- A. How planning activities are organized
- B. Whether or not the company has a planning department or officer
- C. A & B Above

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 107

Evaluations of planning are based upon the thoroughness and effectiveness of processes including the information used.

- A. True
- B. False

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 108 Greater emphasis on statistical process control can lead to dramatic improvements in the cost and quality of manufactured products.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 109 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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 110 The Malcolm Baldrige Award was created by Public Law 100-107, signed into law on 20th Aug 1987.



- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 111 Competitive and benchmark data are essential for planning quality leadership because they make possible clear and objective quality comparisons.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 112

Information and analysis evaluations do not depend on _____.

- A. Whether or not the company uses particular technologies to analyze data
- B. Whether or not the company has an information department or an officer
- C. All the above
- D. How activities are organized

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 113 Information and analysis evaluations are based upon

_____.

- A. The appropriateness and effectiveness of methods for management of data
- B. Information and analysis
- C. Technology in relation to the business factors
- D. All the above

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 114

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 115 While the planning processes and priority development do not depend appreciably upon the size and type of business, the scope and type of benchmark may depend upon such business factors.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 116

Quality department or officer / regulatory affairs office or officer is a prerequisite for eligibility under leadership criteria.

- A. True

B. False

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 117 About the Malcolm Baldrige National Quality Award, identify the incorrect statement about the implementation of the strategies.

- A. Understanding of the strategies for quality excellence
- B. Understanding of the requirements for quality excellence
- C. Sharing of information on successful strategies and on the benefits derived
- D. Awareness of quality as an increasingly important element in competitiveness

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 118 The organization of efforts to develop and involve employees depend upon _____.

- A. The number of employees
- B. Resources of the company
- C. All the above



Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 119 The principal considerations in assessing the effectiveness of competitive and benchmark data are in relation to _____.

- A. The competitive environment and resources of the company
- B. The type and size of the company
- C. A & B Above
- D. None of the above

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 120 Quality assurance of products and services category has a very strong process and systems orientation throughout.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 121

Quality improvement programs must be management led and customer oriented.

A. True

B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 122 Quality assurance means the same as total quality control.

A. True

B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference: