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QUESTION: 1

The effort required for locating and fixing an error in an operational program

- A. Testability
- B. Maintainability
- C. Usability
- D. Efficiency

Answer: B

QUESTION: 2

The contributors to poor quality in an organization are

- A. Lack of involvement by management
- B. Lack of knowledge about quality
- C. Time constraints
- D. A and B

Answer: D

QUESTION: 3

According to a quality expert, accomplishing quality requires “a thought revolution by management”. Name the quality expert.

- A. Dr. W.Edwards
- B. Dr. Ishikawa
- C. Dr. Shewart
- D. Harold.S.Geneen

Answer: B

QUESTION: 4

The effort required for modifying an operational program.

- A. Flexibility
- B. Maintainability
- C. Portability

D. Reliability

Answer: A

QUESTION: 5

Definition of Integrity

- A. Extent to which a program satisfies its specs and fulfils the user's mission and goals
- B. Effort required for learning, operating, preparing input, interpreting output of a program
- C. Effort required to couple one system with another
- D. Extent to which access to software or data by unauthorized persons can be controlled
- E. All of the above

Answer: D

QUESTION: 6

Achieving quality is easy. True/False

- A. True
- B. False

Answer: B

QUESTION: 7

“Accomplishing quality requires a thought revolution by management” was said by

- A. Ishikawa
- B. Deming
- C. Harold S. Geneen
- D. Dr. Barry W. Boehm

Answer: A

QUESTION: 8

“Failure to enforce standards” as a contributor to poor quality belongs to which category?

- A. Lack of involvement by management
- B. Lack of knowledge

Answer: A

QUESTION: 9

To achieve quality (i.e., defect free products and services), we require

- A. Close cooperation between management and staff
- B. Commitment
- C. An environment in which quality can flourish
- D. All of the above

Answer: D

QUESTION: 10

Quality is not a long-term strategy.

- A. True
- B. False

Answer: B

QUESTION: 11

PDCA cycle is developed by

- A. Deming
- B. Dr. Shewhart
- C. Ishikawa
- D. Harold S. Geneen

Answer: B

QUESTION: 12

The broader classification of the functions in an organizational structure are:



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