

PROJECT QUALITY MANAGEMENT

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Here is a list of sample questions which would help you to understand the pattern of questions on **Project Quality Management** being asked in PMP Certification Exams.

1 A project manager's main responsibility in a project meant to create a product is :

1. Ensuring it is high grade
2. To pack exciting features in the product
3. Ensuring it is high quality
4. Creating a product within allocated cost and schedule

Answer:C

Hint: A project manager is responsible to ensure high quality in a way that the final product meets the specifications and quality benchmarks.

2 The process control charts are used:

1. to determine whether a process is or not
2. to detect the problem
3. to reject the problem
4. to determine the acceptability of the work product

Answer: A

Hint: PMBOK 5 page 238 Control charts

3 The process of identifying quality requirements and/or standards for the project and its deliverables and documenting how the project will demonstrate compliance with quality requirements and/or standards is called::

1. Plan Quality Management
2. Control Quality
3. Perform Quality Assurance
4. Both A & B

Answer: A

Hint: PMBOK 5, Page 231 Sec 8.1 Plan Quality Management

4 Which of the following doesn't qualify to be a synonym for inspection?

1. Audit
2. Peer Review
3. Process Analysis
4. Walkthrough

Answer:C

Hint: Process Analysis is done to identify the root causes of a problem and suggest preventive actions.

5 The primary components of the quality management function are :

1. Plan Quality Management

2. Quality Assurance
3. quantitative measurement
4. quantitative assessment of the project
5. a and b

Answer: E

Hint: PMBOK 5 page 230 Figure 8.1 Quality Management Overview

6 The term for the process and activities of the performing organization that determine quality policies, objectives and responsibilities so that the project will satisfy the needs for which it was undertaken is :

1. Project Communications Management
2. Project Scope Management
3. Project Quality Management
4. Project Procurement Management

Answer: C

Hint: PMBOK 5, Page 227

7 Which of the following has the greatest effect on product's reliability and maintenance characteristic?

1. quality
2. product design
3. pricing
4. a and b

Answer: D

Hint: Pricing doesn't impact reliability

8 On a project the project manager should strive for a "Quality Level" that :

1. is the highest level possible
2. is as close to the project objectives as possible
3. represents the least cost to the project.
4. Exceeds the specified requirements of the project.

Answer: B

Hint: PMBOK 5 page 233, Sec 8.1.1 Plan Quality Management: Inputs *Projectscopestatement*

9 Quality control in the final analysis is :

1. using the process of monitoring project results to decide if the outputs meet the requirements
2. a production system
3. an inspection system
4. fitness for purpose

Answer: A

Hint: PMBOK 5 page 248 Sec 8.3 Control Quality

10 Cost of Quality includes:

1. all costs incurred to assure the production and delivery of acceptable products and services.
2. Only costs classified as prevention, detection and corrective action.
3. Only the cost of scrap, rework due to defects, customer returns and warranty costs.
4. The expense of upper management

Answer: A

Hint: PMBOK 5 page 235 Sec 8.1.2.2 Cost of Quality

11 The common tools and techniques used in both Plan Quality Management and Control Quality is:

1. Cost-Benefit Analysis
2. Benchmarking
3. Seven Basic Quality Tools
4. Inspection

Answer: C

Hint: PMBOK 5, Page 230, Fig 8-1 Project Quality Management Overview

12 Which of the following outputs of the Plan Quality Management is not used as an input in the Perform Quality Assurance process?

1. Quality Management Plan
2. Process Improvement Plan
3. Quality Metrics
4. Quality Checklists

Answer: D

Hint: PMBOK 5, Page 230, Fig 8-1 Project Quality Management Overview

13 The tools and techniques used in the process of Perform Quality Assurance includes all except:

1. Quality Management and Control Tools
2. Quality Audits
3. Inspection
4. Process Analysis

Answer: C

Hint: PMBOK 5, Page 230, Fig-8-1, 8.2

14 All of the following are the outputs of the Control Quality Process excluding:

1. Change Requests
2. Quality Metrics
3. Quality Control Measurements
4. Work Performance Information

Answer: B

Hint: PMBOK 5, Page 230, Fig-8-1

15 Which of the following are used to identify the vital few sources that are responsible for causing most of a problem's effects?

1. Pareto Diagrams

2. Check sheets
3. Scatter Diagrams
4. Control Charts

Answer: A

Hint: PMBOK 5, Page 237 Pareto Diagrams

16 Also known as correlation charts, the tool used to explain a change in the dependent variable, Y, in a relationship to a change observed in a corresponding independent variable, X is called

1. Scatter Diagrams
2. Histograms
3. Cause-and-effect diagrams
4. Pareto Diagrams

Answer: A

Hint: PMBOK 5, Page 238 Scatter diagrams

17 The statistical method for identifying the factors that may influence specific variables of a product or process under development or in production is called

1. Statistical Sampling
2. Design of Experiments *DOE*
3. Benchmarking
4. Cost-Benefit Analysis

Answer: B

Hint: PMBOK 5, Page 239, Sec 8.1.2.5 Design of Experiments

18 The technique used as an additional quality planning tool and allow ideas to be brainstormed in small groups and then reviewed by a larger group is known as

1. Brainstorming
2. Nominal Group Technique
3. Force-Field Analysis
4. Quality Management and Control Tools

Answer: B

Hint: PMBOK 5, Page 240, 8.1.2.7 Brainstorming

19 Which of the following specifically describes a project or product attribute and how the control quality process will measure it?

1. Quality Checklists
2. Process Improvement Plan
3. Quality Management Plan
4. Quality Metrics

Answer: D

Hint: PMBOK 5, Page 242, 8.1.3.4 Quality Checklists

20 The name for the tool used in Perform Quality Assurance to represent decomposition hierarchies such as the WBS *workbreakdownstructure*, RBS *riskbreakdownstructure*, and OBS

organizationalbreakdownstructure is:

1. Tree Diagrams
2. Process decision program charts *PDPC*
3. Affinity Diagrams
4. Matrix Diagrams

Answer: A

Hint: PMBOK 5 Page 245 8.2.2.1 Tree diagrams

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