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## Question 1

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**Question Type:** MultipleChoice

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Causes of variation that are typically "external" to the process are referred to as:

**Options:**

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- A- Special Causes of Variation
- B- Common Causes of Variation
- C- Separate Causes of Variation
- D- None of the above

**Answer:**

---

A

## Question 2

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**Question Type:** MultipleChoice

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Measurement has a high cost; too much investment is required and the return is too low.

**Options:**

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**A-** True

**B-** False

**Answer:**

---

B

## Question 3

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**Question Type:** MultipleChoice

---

Statement Coverage is:

**Options:**

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- A- White-Box Testing
- B- Black-Box Testing
- C- Tree Testing
- D- Static Testing
- E- Functional Testing

**Answer:**

---

A

## Question 4

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**Question Type:** MultipleChoice

---

Which of the following is NOT a QFD vertical deployment?

**Options:**

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- A- Technology Deployment
- B- Reliability Deployment

**C-** Customer Deployment

**D-** Cost and Schedule Deployment

**Answer:**

---

D

## Question 5

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**Question Type: MultipleChoice**

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Consensus is reached when all participants:

**Options:**

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**A-** Unanimously agree

**B-** Refuse to agree

**C-** Accept the agreed-upon resolution

**D-** Allow the majority to decide

**Answer:**

---

C

## Question 6

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**Question Type: MultipleChoice**

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Within ISO 9001, Resource Management includes:

**Options:**

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**A-** Only Human Resources

**B-** Only Work Environment

**C-** Human and Infrastructure Resources

**D-** Human, Infrastructure, Work Environment, and Facilities

**Answer:**

---

D

## Question 7

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**Question Type:** MultipleChoice

---

Mode is the measures of central tendency. What does it represent?

**Options:**

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- A- Average of the items in the population
- B- Sum of the items in the population
- C- Items are repeated most frequently
- D- Item at which half the items in the population are below this item and half the items are above this item

**Answer:**

---

C

## Question 8

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**Question Type:** MultipleChoice

---

Boundary analysis techniques are used to create test cases that divide equivalence partitioned groups.

**Options:**

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**A-** True

**B-** False

**Answer:**

---

A

## Question 9

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**Question Type:** MultipleChoice

---

Which of the following is NOT a component of a workbench? (A workbench is a graphic representation of a process.)

**Options:**

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- A- Entrance Criteria (Inputs)
- B- Exit Criteria (Deliverables)
- C- Work Procedures
- D- Check Procedures
- E- Process Contract

**Answer:**

---

E

## Question 10

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**Question Type:** MultipleChoice

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If you use the PDCA cycle for managing processes, which activity is associated with the planning component?

**Options:**

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- A- Process Definition
- B- Process Mapping

C- Process Measurement

D- Process Improvement

E- Process Controls

**Answer:**

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B

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