



Vendor: Software

Exam Code: CABA

Exam Name: Certified Associate Business Analyst (CABA)

Version: DEMO

QUESTION 1

Quality Assurance is defined as those activities which are designed to prevent defects. Which of the following is an example of Quality Assurance?

- A. Conduct reviews / inspection
- B. Conduct a test to prevent defects reaching customers
- C. Perform root cause analysis on systemic process errors
- D. Conduct end-user training

Answer: C

QUESTION 2

Quality Assurance is defined as those activities which are designed to:

- A. Prevent defects from occurring
- B. Improves a product's quality
- C. Track problems reported to closure
- D. None of the above
- E. All of the above

Answer: A

QUESTION 3

Quality Control activities are what type of cost in the Cost of Quality concept?

- A. Product Cost
- B. Appraisal Cost
- C. Preventive Cost
- D. Failure Cost

Answer: B

QUESTION 4

The Earned Value approach compares information about the amount of work planned to what has actually been completed.

- A. True
- B. False

Answer: A

QUESTION 5

The Plan, Do, Check, Act Cycle is a methodological approach to applying the concepts of:

- A. Cost Reduction
- B. Continuous Improvement
- C. Earned Value
- D. Quality Assurance
- E. None of the above

Answer: B

QUESTION 6

Affinity Diagram is a tool which is normally used in conjunction with:

- A. Control Charts
- B. Brainstorming
- C. Scatter Plots
- D. Benchmarking

Answer: B

QUESTION 7

The Quality Trilogy identified by Juran includes:

- A. People, Process, Technology
- B. Planning, Improvement, Control
- C. Goal, Question, Metric
- D. Plan, Do, Check

Answer: B

QUESTION 8

Which of the following is NOT one of the seven Quality Tools identified by Ishikawa?

- A. Control Chart
- B. Run Chart
- C. Regression Analysis Chart
- D. Pareto Chart
- E. Flow Chart

Answer: C

QUESTION 9

Which of the following is NOT a contribution by Walter Shewhart?

- A. Continuous Improvement
- B. Statistical Process Control
- C. Pareto Principle
- D. 1-2-3-4 Cycle

Answer: C

QUESTION 10

The theory of the 'Hawthorne Effect on Human Motivation' was given by:

- A. Walter Shewhart

- B. Joseph M. Juran
- C. Frederick Herzberg
- D. W. Edwards Deming

Answer: B

QUESTION 11

One of Deming's 14 points is "Work to constantly improve quality and productivity."

- A. True
- B. False

Answer: A

QUESTION 12

Crosby demonstrated that the best approach to reduce Total Product Cost is to:

- A. Increase Prevention Costs
- B. Increase Appraisal and Failure Costs
- C. Reduce Prevention Costs
- D. Increase Rework Cost

Answer: A

QUESTION 13

According to Crosby, a Quality Assurance activity is a:

- A. Cost of Quality
- B. Appraisal Costs
- C. Failure Costs
- D. Prevention Costs

Answer: D

QUESTION 14

Which is NOT a commonly used Quality Management tool?

- A. Fishbone Diagram
- B. CSSR Report
- C. Pareto Chart
- D. Control Chart

Answer: B

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