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QUESTION 1

Compliance Assessments can be done through:

- A. First party audit
- B. Second party audit
- C. Third party audit
- D. All of the above

Correct Answer: D

QUESTION 2

Which has frequently been referred to as the most difficult task in getting people to use the process?

- A. Determining the need for a process
- B. Writing the process
- C. Testing the process
- D. Deploying the process
- E. Improving the process

Correct Answer: D

QUESTION 3

Within ISO 9001, Resource Management includes:

- A. Only Human Resources
- B. Only Work Environment
- C. Human and Infrastructure Resources
- D. Human, Infrastructure, Work Environment, and Facilities

Correct Answer: D

QUESTION 4

Checking if the web page on a internet banking site comes up within 2 seconds is an example of:

- A. Functional Testing



- B. Structural Testing
- C. Stress Testing
- D. Performance Testing
- E. White-Box Testing

Correct Answer: D

QUESTION 5

Management expresses their commitment to quality through:

- A. Total Quality Management
- B. Cost-of-Quality
- C. Quality Policy
- D. Vision

Correct Answer: C

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