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QUESTION 1

To reduce the cost of removing defects, inspections should be emphasized, together with any other cost-effective techniques. The role of functional system testing should then be changed to one of gathering quality data on the programs.

- A. True
- B. False

Correct Answer: A

QUESTION 2

Quality and quality assurance are synonymous.

- A. True
- B. False

Correct Answer: B

QUESTION 3

The Cost of Quality is usually the_____.

- A. Cost of Risk Assessment
- B. Cost of Rework
- C. Cost of Prototyping
- D. Cost of Testing

Correct Answer: A

QUESTION 4

Human resources utilization category examines the company's efforts to develop and involve _____.

- A. The line staff in total quality
- B. The management in total quality



C. The entire workforce in total quality

D. All the above

Correct Answer: C

QUESTION 5

The receivers of an information systems service are known as a users.

A. True

B. False

Correct Answer: A

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