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QUESTION 1

| While the planning processes and priority development do not depend appreciably upon the size and type of business |
|--|
| the scope and type of henchmark may depend upon such business factors |

B. False

Correct Answer: A

QUESTION 2

Quality control relates to a specific product or service.

A. True

B. False

Correct Answer: A

QUESTION 3

Achieving quality requires:

- A. Exceeding the customer\\'s expectations
- B. Focusing on the customer
- C. Meeting all the definitions of quality
- D. All the above
- E. Understanding the customer\\'s expectations

Correct Answer: D

QUESTION 4

A large portion of the cost of quality is usually the cost of rework.

A. True



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B. False

Correct Answer: A

QUESTION 5

Quality assurance of products and services category has a very strong process and systems orientation throughout.

A. True

B. False

Correct Answer: A

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