

# Software Certifications

## Exam CABA

**Certified Associate Business Analyst**

Version: 6.0

[ Total Questions: 343 ]

**Topic 1, Volume A****Question No : 1 - (Topic 1)**

\_\_\_\_\_defects are more expensive to correct when found during the UAT phase than during other phases.

- A. Requirements Phase
- B. Design Phase
- C. Testing Phase
- D. None

**Answer: A**

**Question No : 2 - (Topic 1)**

A determination of the current internal level of performance in one or more clearly defined areas is the definition of \_\_\_\_\_.

- A. Baselineing
- B. Benchmarking
- C. Regression Analysis
- D. Inspection

**Answer: A**

**Question No : 3 - (Topic 1)**

Code Debug, Re-test, and Post Warranty Maintenance are the examples for:

- A. Preventive Cost
- B. Appraisal Costs
- C. Failure Costs
- D. All the above
- E. None of the above

**Answer: C**

**Question No : 4 - (Topic 1)**

Force Field Analysis is a structured approach for identifying and evaluating the forces that will promote, encourage, and support change and those that will resist change.

- A. True
- B. False

**Answer: A**

**Question No : 5 - (Topic 1)**

Force Field Analysis is a structured approach for identifying and evaluating the forces that will promote, encourage, and support change and those that will resist change. These forces are:

- A. Driving Forces
- B. Restraining Forces
- C. Resolving Forces
- D. A and B
- E. B and C

**Answer: D**

**Question No : 6 - (Topic 1)**

Inspections, reviews, and dynamic testing are \_\_\_\_\_ activities in the Software Development Lifecycle (SDLC).

- A. Training
- B. Quality Assurance
- C. TQM
- D. Quality Control
- E. Risk Analysis

**Answer: D**

**Question No : 7 - (Topic 1)**

It is essential to establish a \_\_\_\_\_ before the improvement activities are undertaken so it is possible to demonstrate the nature and extent of improvement.

- A. Baseline
- B. Defined Process
- C. Training Program
- D. All the above
- E. None of the above

**Answer: A**

**Question No : 8 - (Topic 1)**

Philip Crosby's book \_\_\_\_\_ articulates the Four Absolutes of Quality Management.

- A. Hygiene Motivation Theory
- B. Quality is Free
- C. Peopleware
- D. Out of Crisis

**Answer: B**

**Question No : 9 - (Topic 1)**

Quality Assurance is defined as those activities which are designed to \_\_\_\_\_ defects.

- A. Detect
- B. Reduce
- C. Prevent
- D. Remove

**Answer: C**

**Question No : 10 - (Topic 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 No : 11 - (Topic 1)**

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 No : 12 - (Topic 1)**

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 No : 13 - (Topic 1)**

Quality Control is defined as those activities which are designed to \_\_\_\_\_ defects.

- A. Detect

- B. Reduce
- C. Prevent
- D. Remove

**Answer: A**

**Question No : 14 - (Topic 1)**

Quality is an attribute of:

- A. A Product
- B. A Service
- C. A Process
- D. All of the above
- E. None of the above

**Answer: D**

**Question No : 15 - (Topic 1)**

Quality Management is defined as an approach which uses decisions based on:

- A. Budget, Schedule, Information
- B. Logic, Facts, Schedule
- C. Facts, Data, Logic
- D. None of the above

**Answer: C**

**Question No : 16 - (Topic 1)**

The \_\_\_\_\_ is used to organize large quantities of suggestions, ideas, and comments into groupings for later analysis.

- A. Affinity Diagram
- B. Cause-and-Effect Diagram
- C. Control Chart

- D. Regression Analysis
- E. Bar Chart

**Answer: A**

**Question No : 17 - (Topic 1)**

The "Cause and Effect Diagram" is used to:

- A. Enhance Customer Satisfaction
- B. Perform Root Cause Analysis
- C. Reducing Product Costs
- D. None of the above

**Answer: B**

**Question No : 18 - (Topic 1)**

The advantage of the Earned Value approach is that it allows the early detection of slippage by using an industry standard approach to:

- A. Measure a project's actual progress
- B. Forecast both project completion date and final cost
- C. Track schedule and budget throughout the project life cycle
- D. All of the above
- E. None of the above

**Answer: D**

**Question No : 19 - (Topic 1)**

The application of the Pareto Principle helps to focus an organization's attention on the critical few issues or activities that will result in the greatest benefit. What percentage are typically referred to as the "critical few"?

- A. 20%
- B. 40%

- C. 60%
- D. 80%

**Answer: A**

**Question No : 20 - (Topic 1)**

The components that make up the cost-of-quality are:

- A. Preventive, Appraisal, and Failure Costs
- B. Preventive, Dynamic Testing, and Static Testing
- C. Productivity, Efficiency, Effectiveness, and Reliability
- D. Run Chart, Pareto Chart, Scatter Plot, and Histogram
- E. None of the above

**Answer: A**

**Question No : 21 - (Topic 1)**

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 No : 22 - (Topic 1)**

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 No : 23 - (Topic 1)**

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 No : 24 - (Topic 1)**

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 No : 25 - (Topic 1)**

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 No : 26 - (Topic 1)**

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 No : 27 - (Topic 1)**

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 No : 28 - (Topic 1)**

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

- A. True
- B. False

**Answer: A**

**Question No : 29 - (Topic 1)**

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