

# CSQA<sup>Q&As</sup>

CSQA Certified Software Quality Analyst (CSQA)

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**QUESTION 1**

Matrix diagrams can be used for the following, except for:

- A. Focus on a specific objective and process
- B. Research or survey customer preferences
- C. Evaluate tools available versus usage
- D. Correlate defect rates, cycle times, and effort

Correct Answer: A

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**QUESTION 2**

Many people believe there is an overlap between internal auditors and quality assurance, however, the main role of internal auditing is to:

- A. Identify and report problems
- B. Define and implement solutions to a problem
- C. Build processes that prevent problems from occurring
- D. Check all products to make sure they are defect free
- E. Conduct acceptance testing before usage

Correct Answer: A

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**QUESTION 3**

It is very important to evaluate how employees feel about their manager or leader to assess the climate of a specific organization or group. An assessment of an organization's climate discovers if the employees' satisfaction level is positive or negative.

- A. True
- B. False

Correct Answer: A

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**QUESTION 4**

The purpose of the \_\_\_\_\_ is to define the work activities that will accomplish the business objectives.

- A. Management Plan

- B. Business Plan
- C. Quality Plan
- D. Work Plan

Correct Answer: B

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**QUESTION 5**

When comparing the ratio of testers to developers in your organization with the ratio of testers to developers in another organization, this would be:

- A. Baselineing
- B. Benchmarking
- C. ROI Analysis
- D. Measurement
- E. None of the above

Correct Answer: B

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**QUESTION 6**

Which of the following would be considered a verification technique?

- A. Boundary Analysis
- B. Equivalence Partitioning
- C. Code Inspections
- D. Thread Testing
- E. Regression Testing

Correct Answer: C

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**QUESTION 7**

The Quality Manager is in the business of selling quality.

- A. True
- B. False

Correct Answer: A

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**QUESTION 8**

Getting the right change installed at the right time is a responsibility of what type of software management?

- A. Software Risk Management
- B. Risk Management
- C. Defect Management
- D. Software Configuration Management
- E. Software Test Management

Correct Answer: D

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**QUESTION 9**

During the management cycle, which activity MUST be integrated with other activities because it is a continuous activity?

- A. Plan with Do, Check, and Act
- B. Act with Plan, Do, and Check
- C. Check with Plan, Do, and Act
- D. None of the above

Correct Answer: A

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**QUESTION 10**

Which of the following is the correct definition of productivity?

- A. The ratio of output of a process to input
- B. The work effort that produces a product
- C. The step-by-step methods followed to ensure that standards are met
- D. The length of time to produce a product
- E. The ratio of input of a process to output

Correct Answer: A

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**QUESTION 11**

Which of the following tool(s) can be applied to determine the change in process scope?

- A. Brainstorming
- B. Cause and Effect Diagram
- C. Flow Charts
- D. All of the above

Correct Answer: D

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**QUESTION 12**

To reduce the cost of quality, the QA Analyst could:

- A. Increase Build Cost
- B. Decrease Preventive Costs
- C. Increase Preventive Costs
- D. None of the above

Correct Answer: C

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**QUESTION 13**

Which task or tasks are helpful in building support for quality?

- A. Estimate the cost of quality
- B. Meet daily on quality
- C. Reward quality work
- D. All of the above
- E. A and C above

Correct Answer: D

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**QUESTION 14**

QFD can be used to provide forward and backward traceability of value in the software development life cycle.

- A. True
- B. False

Correct Answer: A

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**QUESTION 15**

What is the primary responsibility of an internal auditor in maintaining the security system?

- A. Define internal controls
- B. Conduct training on internal controls
- C. Examine internal controls and recommend improvements

Correct Answer: C

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