

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

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**QUESTION 1**

Quality assurance is the process by which product quality is compared with applicable standards, and the action taken when nonconformance is detected.

- A. True
- B. False

Correct Answer: A

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**QUESTION 2**

The Malcolm Baldrige National Quality Award is an annual award to recognize US companies which excel in

- A. Quality achievement and quality control
- B. Quality assurance and quality control
- C. Quality achievement and quality management Meeting all the definitions of quality

Correct Answer: C

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**QUESTION 3**

An angry person is more likely to tell you symptoms than the real problems.

- A. True
- B. False

Correct Answer: A

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**QUESTION 4**

When you believe the problem has been solved, it is logical to assume that your customer also agrees.

- A. True
- B. False

Correct Answer: B

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**QUESTION 5**

The Pareto analysis is most effective for\_\_\_\_\_.

- A. Showing relationships between items
- B. Ranking items by importance
- C. Measuring the impact of identified items

Correct Answer: B

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**QUESTION 6**

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

- A. True
- B. False

Correct Answer: A

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**QUESTION 7**

The Pareto analysis is most effective for \_\_\_\_\_.

- A. Showing relationships between items
- B. Measuring the impact of identified items
- C. Ranking items by importance

Correct Answer: C

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**QUESTION 8**

The \_\_\_\_\_ is an application of process management and quality improvement concepts to software development and maintenance.

- A. Malcolm Baldrige

B. ISO 9000

C. SEI/CMM

D. QS14000

Correct Answer: C

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**QUESTION 9**

Evaluations of planning are based upon the thoroughness and effectiveness of processes including the information used.

A. True

B. False

Correct Answer: A

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**QUESTION 10**

The data that is available with the optimizing process gives us a new perspective on testing.

A. True

B. False

Correct Answer: A

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**QUESTION 11**

With a little experience, management can soon see that process optimization can produce major quality and productivity benefits.

A. True

B. False

Correct Answer: A

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**QUESTION 12**

To establish a position for mutual discussion, if your customer stands you should be seated to show interest in your customer's problem.

- A. True
- B. False

Correct Answer: B

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**QUESTION 13**

Deming's Fourteen Points for Management can be summed up by:

- A. Create constancy of purpose by breaking down barriers between departments
- B. Cease dependence on inspection to achieve quality
- C. Stop focusing on judgment results and start focusing on improvement of processes
- D. Improve constantly and forever the system of production and service to improve quality and productivity and to decrease costs

Correct Answer: C

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**QUESTION 14**

Consensus means:

- A. Whatever the boss says
- B. You don't have to like it, you just have to be able to accept it
- C. Compromise
- D. Majority rules

Correct Answer:

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**QUESTION 15**

You should always listen attentively to your customer and never ask them to further explain what they mean.

- A. True
- B. False

Correct Answer: B

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