

PMP Prep Test Bank - Planning Process Group Questions (Quality, HR, & Communications)**Multiple Choice**

Identify the letter of the choice that best completes the statement or answers the question.

- _____ 1. The work that a project team member is expected to perform is _____.
- Responsibility
 - Availability
 - Competency
 - Authority
 - Role
- _____ 2. Cost of prevention is _____ the cost of repair
- cheaper than
 - more expensive than
 - irrelevant to
 - the same as
- _____ 3. _____ provides information regarding the ways that people, teams, and organizational units behave.
- Staffing management plan
 - Resource breakdown structure
 - Organizational theory
 - Project organization chart
 - Responsibility assignment matrix
- _____ 4. Quality management addresses:
- product quality
 - project quality
 - organizational quality
 - project & product quality
- _____ 5. The difference between Grade and Quality is:
- same functional use but different technical characteristics
 - low grade is always a problem, low quality may not be
 - nothing
 - low quality is always a problem, low grade may not be
- _____ 6. _____ is the skill and capacity required to complete project activities.
- Competency
 - Availability
 - Responsibility
 - Authority
 - Role
- _____ 7. The _____ determines the information needs of the project stakeholders.
- Information distribution map
 - Communications planning process
 - Communications technology
 - Communications requirements analysis
 - Project scope statement

- _____ 8. _____ prevention will _____ failure costs
- Increasing, increase
 - Increasing, decrease
 - Decreasing, decrease
 - Increasing, no change on
- _____ 9. _____ describes the portion of a project for which a person is accountable.
- Competency
 - Responsibility
 - Availability
 - Authority
 - Role
- _____ 10. Which item is NOT addressed when listing the roles and responsibilities needed to complete the project?
- Competency
 - Responsibility
 - Role
 - Availability
 - Authority
- _____ 11. _____ determines when and how team members will roll off of a project.
- Compliance
 - Training needs
 - Staff acquisition
 - Timetables
 - Staff release plan
- _____ 12. A _____ is used to illustrate the connections between work that needs to be done and project team members.
- Staffing management plan
 - Responsibility assignment matrix
 - Project organization chart
 - Resource breakdown structure
 - Organizational theory
- _____ 13. A resource histogram is used to determine _____ in the staffing management plan.
- Release criteria
 - Staff acquisition
 - Compliance
 - Training needs
 - Time frames
- _____ 14. A _____ is a graphic display of project team members and their reporting relationships.
- Staffing management plan
 - Organizational theory
 - Project organization chart
 - Resource breakdown structure
 - Responsibility assignment matrix
- _____ 15. The _____ describes when and how human resource requirements will be met.
- Project organization chart
 - Resource breakdown structure
 - Organizational theory
 - Staffing management plan
 - Responsibility assignment matrix

- ___ 16. Juran's trilogy is:
- Planning, Cost of Quality, Fitness for Use
 - Planning, Execution, Control
 - Planning, Control, Quality Improvement
 - Planning, Execution, Quality Improvement
- ___ 17. According to _____, 85% of the cost of quality is the responsibility of _____.
- Deming, the workers
 - Juran, the workers
 - Deming, management
 - Crosby, management
- ___ 18. Zero Defects is attributed to:
- Crosby
 - Juran
 - Deming
 - Ishikawa
- ___ 19. Quality is:
- inspected in
 - planned in
 - wished in
 - mandated in
- ___ 20. Which of the following is not typically provided by the communications management plan?
- Templates and proforma
 - Frequency of the communication
 - Glossary of common terminology
 - Person responsible for communicating information
 - Methods or technologies used to convey the information
- ___ 21. Plus or minus three standard deviation covers _____ of a data run
- 99.73%
 - 98.43%
 - 99.9999998?
 - 95.45%
- ___ 22. All of the following are parts of the communication model EXCEPT:
- Decode
 - Medium
 - Encode
 - Topic
- ___ 23. The _____ determines the information and communications needs of the stakeholders.
- Information distribution map
 - Communications technology
 - Project scope statement
 - Communications planning process
 - Communications requirements analysis

- ___ 24. Which of the following is an example of a hierarchical-type chart?
- Project organization chart
 - Resource breakdown structure
 - Responsibility assignment matrix
 - Organizational theory
 - Staffing management plan
- ___ 25. Customer satisfaction is all of the following EXCEPT:
- conformance to requirements
 - fitness for use
 - understanding, evaluating, defining and managing expectations so that customer requirements are met
 - correctness of the requirements
- ___ 26. The most efficient way to ensure a common understanding by all participants is:
- Pull communication
 - Directional communication
 - Push communication
 - Interactive communication
- ___ 27. The _____ portion of the staffing management plan includes strategies for handling items such as union contracts and human resource policies.
- Compliance
 - Training needs
 - Release criteria
 - Timetables
 - Staff acquisition
- ___ 28. Quality management _____ recommendations by Deming, Juran & Crosby
- moderately supports
 - is compatible with
 - contradicts
 - rejects
- ___ 29. A _____ shows positions and relationships in a graphic, top-down format.
- Matrix-based chart
 - Network chart
 - Hierarchical-type chart
 - Organizational chart
 - Text-oriented format chart
- ___ 30. _____ is the methodologies used to transfer information among project stakeholders.
- Communications technology
 - Project scope statement
 - Information distribution map
 - Communications planning process
 - Communications requirements analysis
- ___ 31. The difference between Precision and Accuracy is:
- nothing
 - precision is consistency, accuracy is correctness
 - precision measurements are always accurate
 - accurate measurements are always precise

- _____ 32. Human resource planning uses _____ to determine the human resource needs for the project.
- Activity resource requirements
 - Networking
 - Staffing management plans
 - Organizational charts
 - Hierarchical-type charts
- _____ 33. The following are the costs of non-conformance:
- Training, surveys of vendors, inspection
 - Process capability studies, scarp, rework and inspection
 - Scrap, rework, liability lawsuits, and testing
 - Scrap, rework, liability lawsuits, and future business loss
- _____ 34. _____ determines project roles, responsibilities, and reporting relationships, and creates the staffing management plan.
- Staffing management plan
 - Organizational charts
 - Hierarchical-type charts
 - Activity resource requirements
 - Develop human resource plan
- _____ 35. How and when project team members will be acquired, the criteria for releasing them from the project, identification of training needs, plans for recognition and rewards, and compliance considerations can be included in _____.
- Hierarchical-type charts
 - Activity resource requirements
 - Organizational charts
 - Staffing management plan
 - Human resource planning

PMP Prep Test Bank - Planning Process Group Questions (Quality, HR, & Communications) Answer Section

MULTIPLE CHOICE

1. ANS: A
See PMBOK Section 9.1, page 223
2. ANS: A
See PMBOK Ch 8 Introduction
3. ANS: C
See PMBOK Section 9.1, page 222
4. ANS: D
See PMBOK Ch 8 Introduction
5. ANS: D
See PMBOK Ch 8 Introduction
6. ANS: A
See PMBOK Section 9.1, page 223
7. ANS: D
See PMBOK Section 10.2, page 253
8. ANS: B
See PMBOK Section 8.1, page 195
9. ANS: E
See PMBOK Section 9.1, page 222
10. ANS: D
See PMBOK Section 9.1, page 222 & 223
11. ANS: E
See PMBOK Section 9.1, 224
12. ANS: B
See PMBOK Section 9.1, page 221
13. ANS: E
See PMBOK Section 9.1, page 224
14. ANS: C
See PMBOK Section 9.1, page 220
15. ANS: D
See PMBOK Section 9.1, page 223
16. ANS: C
Basic Juran quality philosophy
17. ANS: C
Basic Deming quality philosophy
18. ANS: A
Basic Crosby quality philosophy
19. ANS: B
See PMBOK Section 8.1, page 192
20. ANS: A
See PMBOK Section 10.2, page 257 & 258

21. ANS: A
Statistical data from a normal distribution curve
+/- 1 Standard Deviation = 68.27%
+/- 2 Standard Deviations = 95.45%
+/- 3 Standard Deviations = 99.73%
+/- 6 Standard Deviations = 99.9999998% (2 in a billion)
22. ANS: D
See PMBOK Section 10.2, page 255
23. ANS: D
See PMBOK Section 10.2, page 251
24. ANS: B
See PMBOK Section 9.1, page 220
25. ANS: D
See PMBOK Ch 8 Introduction
26. ANS: D
See PMBOK Section 10.2, page 256
27. ANS: A
See PMBOK Section 9.1, page 225
28. ANS: B
See PMBOK Ch 8 Introduction
29. ANS: C
See PMBOK Section 9.1, page 220
30. ANS: A
See PMBOK Section 10.2, page 254
31. ANS: B
See PMBOK Ch 8 Introduction
32. ANS: A
See PMBOK Section 9.1, page 219
33. ANS: D
See PMBOK Section 8.1, page 195
34. ANS: E
See PMBOK Section 9.1, page 218
35. ANS: D
See PMBOK Section 9.1, page 223