

55. These diagrams rank-order factors for corrective action by frequency of occurrence. They are also a type of histogram.
- A. Control charts
  - B. Process flowcharts
  - C. Scatter diagrams
  - D. Pareto charts
56. You are a project manager working in a foreign country. You observe that some of your project team members are having a difficult time adjusting to the new culture. You provided them with training on cultural differences and the customs of this country before arriving, but they still seem uncomfortable and disoriented. Which of the following statements is true?
- A. This is the result of working with teams of people from two different countries.
  - B. This condition is known as *culture shock*.
  - C. This is the result of jet lag and travel fatigue.
  - D. This condition is known as *global culturalism*.
57. Your project involves the research and development of a new food additive. You're ready to release the product to your customer when you discover that a minor reaction might occur in people with certain conditions. The reactions to date have been very minor, and no known long-lasting side effects have been noted. As project manager, what should you do?
- A. Do nothing because the reactions are so minor that very few people will be affected.
  - B. Inform the customer that you've discovered this condition and tell them you'll research it further to determine its impacts.
  - C. Inform your customer that there is no problem with the additive except for an extremely small percentage of the population and release the product to them.
  - D. Tell the customer you'll correct the reaction problems in the next batch, but you'll release the first batch of product to them now to begin using.
58. The project manager has the greatest influence over quality during which process?
- A. Plan Quality
  - B. Perform Quality Assurance
  - C. Perform Quality Control
  - D. Perform Quality Change Control
59. You are the project manager for a construction company that is building a new city and county office building in your city. You recently looked over the construction site to determine whether the work to date was conforming to the requirements and quality standards. Which tool and technique of the Perform Quality Control process are you using?
- A. Defect repair review
  - B. Inspection
  - C. Sampling
  - D. Quality audit

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