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review future job descriptions of the transferred staff before the final contract is signed with the selected service provider.

The service level agreement between MFH and the selected service provider will specify the type and quality of service required. The selected service provider must follow the industry standards for providing outsourced services.

MFH has a quality management system which contains a document control procedure for all its documentation, however this does not include change management.

All project documents will be subject to a quality review. Nominated products will require a formal approval record signed-off by the quality review chair.

Extract from the draft Quality Management Strategy (may contain errors)

Introduction

1. This document defines the approach to be taken to achieve the required quality levels during the project.
2. The Project Board will have overall responsibility for the Quality Management Strategy.
3. Project Assurance will provide assurance on the implementation of the Quality Management Strategy.

Quality management procedure - Quality standards

4. The selected service provider will operate to industry standards for providing outsourced services.
5. MFH document standards will be used.

Records

6. A Quality Register will be maintained to record the planned quality events and the actual results from the quality activities.
7. Configuration Item Records will be maintained for each product to describe its status, version and variant.
8. Approval records for products that require them will be stored in the quality database.

Roles and responsibilities

9. The DIT will check that the employment contracts for outsourced staff adhere to employment law.
10. Team Managers will provide details of quality checks that have been carried out.
11. Team Managers will ensure that the Quality Register is updated with the names of team members who are involved in the review process.
12. The Senior User will review the Product Descriptions of the products to be produced by the selected service provider to ensure that they can be achieved.

Which statement applies to the Introduction section?

- A. Delete entry 1 because the project approach is defined in the Project Brief.
- B. Delete entry 2 because this is the Project Manager's responsibility.
- C. Delete entry 3 because it is the Project Manager's responsibility to implement the Quality Management Strategy.
- D. Move entry 3 to the Roles and responsibilities section because this is a quality responsibility.

Correct Answer: D

QUESTION 53

Which management product defines the detailed nature, purpose and function of a product?

- A. Plan

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- B. Quality Register
- C. Project Product Description
- D. Product Description

Correct Answer: D

QUESTION 54

Which role is responsible for providing the customer's quality expectations and acceptance criteria for the project?

- A. Executive
- B. Corporate or Programme Management
- C. Senior User
- D. Project Assurance

Correct Answer: C

QUESTION 55

Extract from the Project Product Description (with errors). Which 2 statements apply to the Derivation section?

Composition	1. Monthly calendar displays 2. 100gsm glossy paper 3. Full colour 4. Selected envelope 5. Chosen label design 6. List of customers 7. Selected photos 8. Photo session schedule
Derivation	9. New company logo design 10. Previous calendar designs 11. Internal creative team 12. Production cost forecast
Development skills required	13. Photographer 14. Internal creative team 15. Printer
Customer's quality expectations	16. Professional photos 17. 10% more calendars should be printed than required to allow for any late additions to the list of customers 18. Compliance with applicable corporate standards 19. The calendar should reflect the company image as described in the corporate branding standards 20. The calendar will increase orders by at least 10% with a minimum of 10 further orders from the list of prospective customers within 12 months
Acceptance criteria	21. Appearance - each photo should be sufficiently attractive and humorous that the customer wants to display it 22. Appearance - new company logo promotes strong image 23. Security - complies with Data Protection Act 24. Accuracy - public holidays match the list supplied by Marketing on 01 November

- A. Move entry 9 to Composition because this is within the scope of the project.
- B. Delete entry 10 because this is NOT a source product for this project.
- C. Delete entry 11 as this is already correctly shown under Development Skills required.
- D. Move entry 12 to Composition, because this is within the scope of this project.
- E. Add 'Professional photographer'.

Correct Answer: CD

QUESTION 56

HOTSPOT

Extract from the Project Product Description (with errors)

Composition	1. Monthly calendar displays 2. 100gsm glossy paper 3. Full colour 4. Selected envelope 5. Chosen label design 6. List of customers 7. Selected photos 8. Photo session schedule
Derivation	9. New company logo design 10. Previous calendar designs 11. Internal creative team 12. Production cost forecast
Development skills required	13. Photographer 14. Internal creative team 15. Printer
Customer's quality expectations	16. Professional photos 17. 10% more calendars should be printed than required to allow for any late additions to the list of customers 18. Compliance with applicable corporate standards 19. The calendar should reflect the company image as described in the corporate branding standards 20. The calendar will increase orders by at least 10% with a minimum of 10 further orders from the list of prospective customers within 12 months
Acceptance criteria	21. Appearance - each photo should be sufficiently attractive and humorous that the customer wants to display it 22. Appearance - new company logo promotes strong image 23. Security - complies with Data Protection Act 24. Accuracy - public holidays match the list supplied by Marketing on 01 November

Column 1 is a list of objectives. For each objective in Column 1, select from Column 2 the quality activity that addresses it. Each selection from Column 2 can be used once, more than once or not at all. Drop down the right answer.

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Column 1	Column 2
Understanding the customer's quality expectations.	<div><div></div><div>Quality assurance</div><div>Quality control</div><div>Quality planning</div></div>
Approval of the project's products.	<div><div></div><div>Quality assurance</div><div>Quality control</div><div>Quality planning</div></div>
Confirmation that corporate management standards and policies are being adhered to.	<div><div></div><div>Quality assurance</div><div>Quality control</div><div>Quality planning</div></div>

Correct Answer:

Column 1	Column 2
Understanding the customer's quality expectations.	<div><div></div><div>Quality assurance</div><div>Quality control</div><div>Quality planning</div></div>
Approval of the project's products.	<div><div></div><div>Quality assurance</div><div>Quality control</div><div>Quality planning</div></div>
Confirmation that corporate management standards and policies are being adhered to.	<div><div></div><div>Quality assurance</div><div>Quality control</div><div>Quality planning</div></div>

QUESTION 57

Which of the following statements are True:

1. Quality management is the complete set of quality standards, procedures and responsibilities for a site or organization.
2. Quality planning is about defining products required of the project with their respective quality criteria, methods and responsibilities.
3. Quality control focuses on the operational techniques and activities used to carry out quality inspections
4. Quality assurance ensures that quality methods are being correctly followed.

- A. 1, 2 & 3
B. 1, 3 & 4
C. 1, 2 & 4
D. 2, 3 & 4

Correct Answer: A

QUESTION 58

Additional Information

Product Description

Title	Service Level Agreement.
Purpose	<ul style="list-style-type: none">• This agreement specifies the level of service MFH requires from the selected service provider and provides measurable criteria against which the selected service provider's performance will be assessed.
Composition	<ul style="list-style-type: none">• Responsibilities of MFH and selected service provider.• Mechanisms for monitoring and reporting performance levels.• Dispute resolution process.• Confidentiality provisions.• Conditions for termination of contract.• Glossary of technical terms contained in SLA.
Format and presentation	<ul style="list-style-type: none">• A4, Word document, printed both sides in black and white.• Font: Arial, 12pts.
Quality criteria	<ul style="list-style-type: none">• Contains all composition items listed above.• Not more than 60 pages.• Complies with MFH corporate branding standards.• No typographical errors.
Quality skills required	<ul style="list-style-type: none">• Proof-reading skills.• Director of Compliance Division - Reviewer.• Director of Information Technology Division - Reviewer.• Administrator.
Quality responsibilities	<ul style="list-style-type: none">• Producer/Presenter: Director of Facilities Division.• Chair: Project Manager.

Quality notes from the Daily Log