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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 Roles and responsibilities section?

- A. Delete entry 9 because this should only be recorded in the Product Description.
- B. Delete entry 10 because this is the responsibility of the quality review chair.
- C. Delete entry 11 because only the Project Manager can update the Quality Register.
- D. Amend entry 12 because this is the responsibility of supplier assurance.

Correct Answer: D

QUESTION 65

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

The Director of Information Technology Division (DIT) has been asked to ensure that any changes to the outsourced staff employment contracts adhere to employment law. The DIT will 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.

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Which is a correctly defined acceptance criterion for the service level agreement (SLA) with the selected service provider?

- A. The SLA must extend for the full duration of the service contract.
- B. Any changes to the SLA must be managed through formal change control.
- C. External consultants are to assist in the creation of the SLA.
- D. The selected service provider should be located locally.

Correct Answer: A

QUESTION 66

Additional Information

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The service level agreement contains a number of technical terms that are missing from its glossary of terms.

- A. Obtain agreement from the Director of Facilities Division to add these into the glossary of terms within the remaining +2 days tolerance.
- B. Raise an issue (off-specification).
- C. Raise an issue (request for change).
- D. No action required.

Correct Answer: A

QUESTION 67

Additional Information

Product Description