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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 Records section?

- A. Delete entry 6 because this information should be included in Stage or Team Plans.
- B. Move entry 6 to the Reporting section because the information should be used to report on quality activities.
- C. Delete entry 7 because this should be included in the Configuration Management Strategy.
- D. Delete entry 8 because the results of quality reviews are recorded in the Quality Register.

Correct Answer: C

QUESTION 70

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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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 is a correctly defined acceptance criterion for the running cost of the outsourced service?

- A. Must be kept to a minimum.
- B. Must be kept to a level acceptable to the Ministry of Food Hygiene.
- C. Subject to market conditions.
- D. The annual increase to be less than half the rate of inflation.

Correct Answer: D

QUESTION 71

Which of the following statements would NOT be included in the Project Product Description?

- A. Purpose of the product
- B. Composition
- C. Project level tolerances
- D. Quality criteria

Correct Answer: D

QUESTION 72

Extract from the Project Product Description (with errors). Which 2 statements apply to the Customer's quality expectations section?

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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. Delete entry 16 because this should be shown on the Product Description for the photos.
- B. Delete entry 17 because this is beyond the scope of this project.
- C. Delete entry 18 because standards should NOT be shown here.
- D. Delete entry 19 because this should appear in the Product Description for the calendar and not the Project Product Description.
- E. Delete entry 20 because this is an expected benefit and should be recorded in the Business Case.

Correct Answer: BE

QUESTION 73

HOTSPOT

Extract from the Project Product Description (with errors)

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Composition	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 9. New company logo design 10. Previous calendar designs 11. Internal creative team 12. Production cost forecast
Development skills required	<ul style="list-style-type: none"> 13. Photographer 14. Internal creative team 15. Printer
Customer's quality expectations	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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

The information in Column 1 may be entered in the Product Description for the chosen label design. Column 2 is a list of the quality headings (excluding Quality Method) in a Product Description. For each entry in Column 1 decide if it should be included in the Product Description headings shown and select the heading from Column 2 under which it should be recorded.