

- 1.** Give short answers for the following questions. (15)
 - i. Outline the processes involved in project quality management.
 - ii. What are the main characteristics of project quality management?
 - iii. What does the term 'benefits and cost analysis' mean? And how it is performed?
 - iv. What is benchmarking?
 - v. What is a flow chart? Discuss the 'Cause and Effect Diagram.'

- 2.** Discuss quality management plans. How will you complete quality assurance activities? How will you implement that plan as a manager? (15)