

## Quality Systems Manager Interview Questions

1. Give me an example of when you thought outside of the box. How did it help your employer?
2. Describe an effective test plan or test procedures you designed.
3. Name a time when your advice to management led to an improvement in your company or otherwise helped your employer.
4. Share an experience you had in dealing with a difficult person and how you handled the situation.
5. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)
6. Tell me how you organize, plan, and prioritize your work.
7. Share an experience when you applied new technology or information in your job. How did it help your company?
8. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.
9. Would you consider analyzing data or information a strength? How so?
10. In your experience, what is the key to ensuring your company was compliant with all laws, regulations and standards that were applicable to your area of responsibility?
11. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?
12. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?
13. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?

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14. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?

15. What are some long-range objectives that you developed in your last job? What did you do to achieve them?

16. In your experience, what is the key to developing a good team? (Look for how they build mutual trust, respect, and cooperation.)

17. What have you found to be the best way to monitor the performance of your work and/or the work of others? Share a time when you had to take corrective action.

18. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)

19. Share an experience in which your attention to detail and thoroughness had an impact on your last company.

20. Share an effective method you have used to test system modifications in preparation for implementation.

21. Share an experience in which you conducted a test of a product, service, or process and successfully improved the quality or performance.

22. Share an experience in which you used a bug tracking system to document software defects.

23. Describe a testing program you developed to address one or more of the following areas: database impacts, software scenarios, regression testing, negative testing, error or bug retests, or usability.

24. Please share with me an example of how you helped coach or mentor someone. What improvements did you see in the person's knowledge or skills?

25. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?

26. Provide an example of a time when you successfully organized a diverse group of people to accomplish a

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task.
27. Provide an example when your ethics were tested.
28. Share an effective method you have used to monitor bug resolution efforts and track successes.
29. Provide an effective method you have used to identify and/or analyze problems with program function, output, online screen, and/or content.
30. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)
31. Share a time when you willingly took on additional responsibilities or challenges. How did you successfully meet all of the demands of these responsibilities? (Make sure the candidate is a self-starter and can demonstrate some initiative.)
32. Provide an example of when you were persistent in the face of obstacles.
33. Tell me about some of your most recent computer programming projects.
34. What is the state of your records? Name one thing you are trying to improve.
35. Provide an example of a project you worked on that demonstrates your programming abilities. What was your role in the project?
36. Provide an experience in which your participation in a product design review benefited your company.
37. What factors do you consider when planning test schedules or strategies?
38. How do you balance cooperation with others and independent thinking? Share an example. (Try to determine if the candidate has a cooperative attitude or is otherwise good-natured.)
39. Please share an experience in which you presented to a group. What was the situation and how did it go?

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40. How do you ensure replicability and compliance with standards of test procedures?

41. Share an experience in which reviewing software documentation helped you to ensure technical accuracy, compliance, or completeness or to mitigate a risk.

42. Tell me about a time when your ability to analyze needs and product requirements helped you create an effective design or make an informed decision to benefit your company.

43. Describe standards, methods, or procedures you developed to effectively determine product quality or release readiness.

44. Provide a time when you dealt calmly and effectively with a high-stress situation.

45. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)

46. Share an example of when you established and accomplished a goal that was personally challenging. What helped you succeed?

47. Provide a time when you investigated a customer problem with good results.

48. Provide a time when you were able to identify a complex problem, evaluate the options, and implement a solution. How did the solution benefit your employer?

49. Share a time when you successfully used scientific rules or methods to solve a problem at work.

50. Provide an experience in which you made a helpful recommendation to a developer on software usability or functionality.

51. Share an effective method you have used to maintain software testing programs.

52. Share an effective method you have used to ensure efficient and problem-free operations.

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53. Provide an experience in which your collaboration with staff or customers helped you evaluate and diagnose a problem. How did you solve the problem?

54. Share an experience in which your attention to detail helped you accurately configure a recreation of a software production environment.

55. Provide a time when you conducted a software compatibility test that benefited your company.

56. Share an experience in which your ability to consider the costs or benefits of a potential action helped you choose the most appropriate action.

57. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.

58. Describe an effective method you have used to identify program deviance from standards. Provide an experience in which you suggested a modification which effectively ensured compliance to standards.

59. Name a time when your patience was tested. How did you keep your emotions in check?

60. Share an experience in which your understanding of a current or upcoming problem helped your company to respond to the problem.

61. Share an experience in which your willingness to lead or offer an opinion helped your company.

62. Share an experience in which you performed a successful initial debugging procedure.

63. Tell me about a successful user/third party testing which you coordinated.

64. Describe an automated testing tool which you designed and/or developed.

65. Provide an example of when you set expectations and monitored the performance of subordinates. What guidance and direction did you find most effective?

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66. Tell me about a time when you successfully determined the cause of an operating error at your company and solved the problem.

67. Describe an effective method you have used to evaluate software performance in beta testing sites.

68. Describe an experience in which you identified the educational needs of your students and successfully developed a way to teach/train them.

69. Name a time when your creativity or alternative thinking solved a problem in your workplace.

70. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges and results?

71. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?

72. How do you determine whether or not to recommend software for testing or bug tracking?

73. Share an experience in which you successfully coordinated with others. How about a coordination effort that was not as successful?

74. Share an experience in which your historical analyses of test results helped you in your work.

75. Describe an effective method you have used to provide technical support during software installation and/or configuration.

76. Provide an example when you were able to prevent a problem because you foresaw the reaction of another person.

77. Share an experience in which personal connections to coworkers or others helped you to be successful in your work. (Make sure candidate works well with others.)

78. Share an experience in which your diligence of inspecting equipment, structures, or materials helped you

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identify a problem or the cause of a problem.

79. Share an experience in which you were able to generate a new design or modify a current design to better serve the needs of your customers.

80. Share an experience in which you used new training skills, ideas, or a method to adapt to a new situation or improve an ongoing one. (Look for the candidate's ability to learn.)

81. Please share an experience in which you successfully taught a difficult principle or concept. How were you able to be successful?

82. Share an effective method you have used to ensure efficient and problem-free operations.