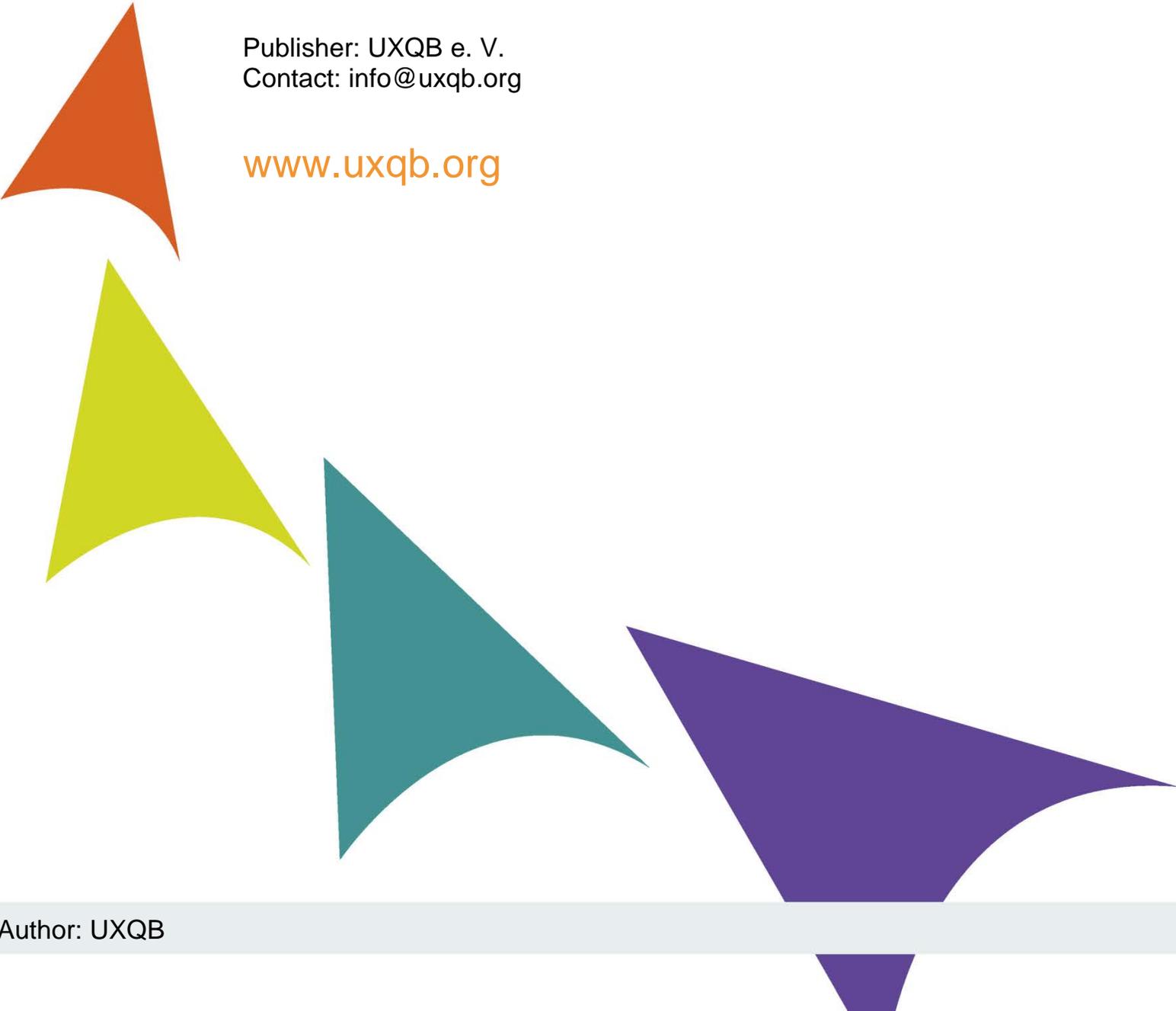




CPUX-M Exam Questions

Certified Professional for Usability and User Experience
Essentials in UX and HCD Management

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1 Purpose of the public test questions

This document is for training purposes. It contains a set of 40 public test questions for the Essentials in UX and HCD Management (CPUX-M) certification.

These public test questions are realistic examples of the questions you will encounter during your certification test, and will give you an idea of the range and level of difficulty you should expect to prepare for.

None of the public test questions in this document are used for certifications.

We recommend that you study the Curriculum along with the instructions in this document, before you begin this test. Doing so will allow you to devote the time available to answering the questions.

The answers to the questions are given at the end of this document.

1.1 Acknowledgments

This document was created by the following persons:

- John Goodall
- Rüdiger Heimgärtner
- Rolf Molich (Editor)
- Elvi Nissen
- Chauncey Wilson

2 Overview of CPUX-M Documents

The following documents have been designed to help you in your studies:

- Curriculum
This document defines all of the concepts that could be reflected in certification test questions.
- Public test questions (this document)

These documents are freely available on the User Experience Qualification Board website, www.uxqb.org.

3 Public test questions

A complete set of 40 test questions, to be answered within 75 minutes, begins on the next page.

In this preliminary version, the questions are deliberately not numbered consecutively.

Question 1 **1 correct answer** LO 1.1 U

Which one of the following is most critical for a successful human-centred design process?

- A - Executives say that human-centred design is important for the success of the organisation
- B - An interest from executives in UX innovation
- C - Analysis of competitors' products to understand potential pitfalls
- D - Decisions must be based on data or insights from real users
- E - Regular high-level demonstrations to users of the evolving interactive system
- F - Exact timelines for HCD milestones so progress can be monitored

Question 2 **2 correct answers** LO 1.2 U

Which two of the following are NOT key drivers for executives in organisations with low HCD maturity?

- A - UX strategies
- B - ROI – Return On Investment
- C - CLV – Customer Lifetime Value
- D - Revenue and profit
- E - Usability and user experience
- F - Brand recognition and image

Question 3 **2 correct answers** LO 1.3 U

Which two of the following are most helpful for a UX manager when engaging with executives to ensure HCD succeeds in an organisation?

- A - Create business visions
- B - Create personas and posters for each persona
- C - Create UX visions for reaching business goals
- D - Learn and speak the language executives use
- E - List UX tactics for reaching UX goals
- F - Create prototypes and test them with users

Question 4 **1 correct answer** LO 1.4 U

Which one of the following statements is correct?

- A - HiPPOs are a good basis for designing usable interfaces
- B - Measuring human-centred quality through usability testing produces data that reflect user behaviour.
- C - HiPPO means “High-fidelity Prototype for eliciting Personal Opinions”
- D - An opinion war is a serious disagreement where the key arguments are evidence-based data or facts
- E - In an organisation with a high HCD maturity, an opinion war starts when someone asks, “Why are your opinions better than mine?”
- F - Designer-centred design or complaint-driven design are signs of high HCD maturity

Question 5 **2 correct answers** LO 1.5 K

Which two of the following activities are best suited for overcoming resistance to systematic HCD work in an organisation that is at a low HCD maturity level?

- A - Conduct focus groups
- B - Create a style guide and make sure that it is adhered to
- C - Create personas and scenarios
- D - Present and discuss data from field studies at staff meetings
- E - Tell developers in some detail about the many dissatisfied users that you have talked to
- F - Invite stakeholders to observe live usability tests of the organisation's products

Question 6 **1 correct answer** LO 2.1 K

Which one of the following is NOT a likely business goal?

- A - Increased existing business, including repeat sales and retention
- B - Decreased costs, for example, for customer support or fewer product returns
- C - Increased new business, also known as market share
- D - Increased revenues
- E - Increased number of calls to customer support
- F - Increased long-term viability, also known as shareholder value

Question 7 **1 correct answer** LO 2.2 U

Which one of the following best describes how ROI can be used to justify HCD activities?

- A - ROI shows an organisation's strategic, financial and operational achievements
- B - ROI translates HCD efforts into UX value
- C - ROI is used to track HCD achievements
- D - ROI provides a financial basis for business decisions before an HCD effort is launched
- E - ROI validates market needs and provides feedback for incremental development
- F - ROI describes how a product is supposed to develop across releases in defined time periods with regard to its functionality

Question 8 **1 correct answer** LO 2.3 U

Which one of the following is NOT a valid Key Performance Indicator (KPI) for a supermarket?

- A - Customer satisfaction with self-checkout, measured with a user survey
- B - Customer loyalty, measured by the number of visits and the amount of purchases made each month
- C - Customers' willingness to recommend the supermarket to friends, measured with the NPS
- D - Satisfaction with the supermarket, as expressed by customers in 25 brief qualitative interviews
- E - The average time taken to self-checkout a standard set of products
- F - The average number of mistakes made by users during the self-checkout process

Question 9 **1 correct answer** LO 2.4 U

A supermarket chain is planning an upgrade of their online store. The cost of the upgrade is estimated at 6 M€ (six Million Euros). The value of the improvement is estimated at 18 M€

Which one of the following is the correct Return On Investment (ROI)?

- A $33\% = 6 \text{ M€} / 18 \text{ M€}$
- B $67\% = (18 \text{ M€} - 6 \text{ M€}) / 18 \text{ M€}$
- C $133\% = (18 \text{ M€} + 6 \text{ M€}) / 18 \text{ M€}$
- D $200\% = (18 \text{ M€} - 6 \text{ M€}) / 6 \text{ M€}$
- E $12 \text{ M€} = 18 \text{ M€} - 6 \text{ M€}$
- F $24 \text{ M€} = 18 \text{ M€} + 6 \text{ M€}$

Question 10 **1 correct answer** LO 2.5 K

Which one of the following correctly explains the meaning of the abbreviation MVP?

- A - Most Viable Prototype
- B - Mediocre but Versatile Product
- C - Minimum Viable Product
- D - Maximum Viable Product
- E - Multiple Variable Prototypes
- F - Maximum Variable Prototype

Question 11 **1 correct answer** LO 3.1 U

Which one of the following is NOT a main responsibility of a UX manager?

- A - Defining HCD tactics
- B - Creating an HCD culture
- C - Prioritising HCD activities
- D - Setting HCD strategy
- E - Setting a good example for co-workers by being a superb UX professional with deep method skills
- F - Ensuring that proper steps are taken to create great user experiences

Question 12 **2 correct answers** LO 3.2 U

Which two of the following skills are characteristic of a UX leader?

- A - Prioritise HCD activities
- B - Make decisions about HCD strategy and tactics
- C - Giving help and advice to less experienced UX professionals
- D - Create budgets for HCD activities
- E - Conduct performance appraisals with subordinates
- F - Organise informal UX related seminars

Question 13 **1 correct answer** LO 3.3 U

Which one of the following statements about UX managers and UX leaders is correct?

- A - UX leaders have performance appraisals with their colleagues
- B - UX managers convince through their UX visions
- C - UX leaders have subordinates
- D - UX managers are always also UX leaders
- E - UX managers have followers who believe in their UX vision
- F - UX leaders take unsolicited initiatives to improve UX and HCD

Question 14 **1 correct answer** LO 3.4 K

Which one of the following is NOT a key responsibility of a product manager?

- A - Developing user requirements
- B - Developing organisational requirements
- C - Managing feature launches
- D - Facilitating cooperation between people with different skills like sales, marketing, quality, UX and development
- E - Understanding the details of UX or HCD
- F - Supporting the UX professionals' work and emphasising its importance

Question 15 1 correct answer

LO 3.5 K

Which one of the following is the correct definition of product roadmap?

- A - A map that shows how the user will use the product
- B - A representation of how a product is supposed to develop across releases in defined time periods with regard to its functionality
- C - A linear depiction of a user's interaction with a product and the organisation behind it covering encounters that influence the user experience
- D - An overview that shows the central team for HCD infrastructure combined with local dedicated UX teams embedded within autonomous product divisions
- E - A map showing intended outcome of the development of a product for the user, relating to usability, accessibility, user experience or avoidance of harm from use
- F - A map showing the additional rework caused by rushing a compromised solution rather than taking the time to produce an appropriate solution

Question 16 1 correct answer

LO 3.6 U

Which one of the following best describes why UX managers should make a note each time they have to say "No" to a request for UX work?

- A - It helps the UX manager to check the UX qualifications of the product teams
- B - The percentage of rejected requests to the total number of requests is a powerful metric for getting more UX resources
- C - It increases the UX manager's KPI
- D - It helps to prioritise product teams where experience shows that HCD advice has the most impact
- E - It allows the UX manager to prioritise product teams according to the importance of the business goal that they are pursuing
- F - Such notes are imperative for the HCD maturity level "Managed"

Question 17 **2 correct answers** LO 3.7 K

Which two of the following are advantages of a centralised HCD model?

- A - Immersion with a single product team
- B - UX colleagues have a known career path
- C - The ability to build deeper trust with their product team members
- D - Shared resources among the UX team
- E - Involvement from start to end of product development
- F - Deep learning which makes it possible to deal with more complex domain and product issues

Question 18 **1 correct answer** LO 3.8 K

Which one of the following best defines DesignOps?

- A - A description of how designers are organised in an organisation
- B - A standard for designing operational prototypes
- C - Procedures for operating a design department
- D - An organisational HCD model that comprises a central team for HCD, combined with local dedicated design teams embedded within autonomous product divisions
- E - Processes, tools and skills that support user researchers in planning, conducting and applying quality research at scale
- F - Processes, tools and skills that support designers in creating consistent, quality designs

Question 19 **1 correct answer** LO 3.9 K

Which one of the following is NOT an HCD role?

- A - Business analyst
- B - Visual designer
- C - Information architect
- D - Content strategist
- E - Customer support manager
- F - Front-end developer

Question 20 **1 correct answer** LO 4.1 K

Which one of the following best describes “An intended outcome of the development of an interactive system for the user, relating to usability, accessibility, user experience, or avoidance of harm from use”?

- A - High-fidelity prototype
- B - UX vision
- C - Human-centred quality objective
- D - HCD strategy
- E - User requirement
- F - The definition of “usability”

Question 21 **1 correct answer** LO 4.2 K

The UX manager of a supermarket wants to create a gallery of detailed personas to better understand current customers.

Which one of the following terms best describes this endeavour?

- A - HCD tactic
- B - UX vision
- C - HCD strategy
- D - Human-centred quality objective
- E - Business goal
- F - Business strategy

Question 22 **1 correct answer** LO 4.3 K

Which one of the following is a UX vision for a supermarket?

- A - Create a gallery of personas
- B - Conduct usability tests of all new products
- C - The shift planning system works so smoothly that most sales staff are rarely in doubt about what to do
- D - Increase profits by reducing costs
- E - Improve the efficiency of the online ordering system by 10%
- F - 90% of calls to support must be answered within 30 seconds

Question 23 1 correct answer

LO 4.4 K

The UX vision can be derived by asking, “What will the xxx look like if we make it effective and delightful for the entire experience?”

Which one of the following best describes what xxx should be replaced with?

- A - User journey
- B - Prototype
- C - Screens and web pages
- D - Accessibility
- E - Users
- F - User survey

Question 24 1 correct answer

LO 5.1 U

Which one of the following statements is a sign of resistance to HCD activities?

- A - “A good UX requires careful work by professionals”
- B - “Making work easier for customers is more important than making work easier for us”
- C - “Visualisation that enables user involvement is more important than designers’ opinions”
- D - “Nothing matters more than keeping deadlines”
- E - “Competencies are more important than roles”
- F - “If you make no mistakes, you’re not doing your work properly”

Question 25 **1 correct answer** LO 5.2 K

Which one of the following best explains the meaning of “Culture eats strategy for breakfast”?

- A - It's essential to serve a hearty breakfast for the team before discussing culture and strategy
- B - A powerful strategy helps to change the organisation's culture
- C - The strategy of an organisation always determines success regardless of how strong the culture may be
- D - Culture and strategy are equally important
- E - A powerful culture may derail even the best strategy
- F - Both culture and strategy are decided by the executive team

Question 26 **2 correct answers** LO 5.3 K

Which two of the following best describe how you can influence the culture of an organisation that is at a low HCD maturity level?

- A - Conduct usability inspections of the organisation's products and ask sceptical co-workers and thought leaders to observe them
- B - Run usability tests of the organisation's products and ask sceptical co-workers and thought leaders to observe them
- C - Review the UX of the organisation's products and present your results at internal meetings
- D - Ask management to review the UX of the organisation's products and present the results at all-employee meetings
- E - Communicate UX successes repeatedly in plain language using examples
- F - Specify user requirements and ask stakeholders to review them

Question 27 2 correct answers LO 5.4 K

Which two of the following are suitable for creating a feedback culture?

- A - Evangelise UX
- B - Reward people who provide feedback, for example by crediting them publicly for their input
- C - Praise privately and critique publicly
- D - Communicate UX successes repeatedly using examples
- E - Provide a reasonable response to all feedback about the UX of a product
- F - Add explicit feedback requirements to the user requirements

Question 28 1 correct answer LO 5.5 K

Which one of the following does NOT support UX evangelisation?

- A - Create a style guide and make it widely available
- B - Encourage all designers to prove their HCD knowledge by passing a HCD certification
- C - Write a regular column in the organisation's internal newsletter
- D - Run usability tests of the organisation's products and ask sceptical co-workers and thought leaders to observe them
- E - Conduct fun, informal and informative seminars about UX topics
- F - Do a listening tour to understand co-workers' priorities and attitudes towards HCD

Question 29 **1 correct answer** LO 5.6 U

A UX professional has created a style guide. She now wants your advice on what she should do to ensure the success of the style guide. Which one of the following is NOT good advice?

- A - In close cooperation with management, create rules for governance, for example, how will compliance to the style guide be checked?
- B - Describe and publish the procedure for changing the style guide
- C - Usability test the style guide
- D - Enforce the style guide strictly to ensure consistent interfaces
- E - Offer optional half-day training courses based on examples from the organisation
- F - Include lots of examples in the style guide from interactive systems in the organisation

Question 30 **2 correct answers** LO 6.1 U

Which two of the following describe overall purposes of an HCD maturity scale?

- A - Define business goals for an organisation
- B - Evaluate the capabilities of a specific UX professional
- C - Determine the weaknesses and strengths of the organisation in developing human-centred products
- D - Define HCD process goals for the organisation
- E - Rate the capability of a vendor to deliver products on time
- F - Set quality goals for usability evaluations

Question 31 **1 correct answer**

LO 6.2 U

Which one of the following best characterises usability tests at the HCD maturity level “Performed”?

- A - Usability tests are continuously improved based on feedback and experience
- B - Usability tests are planned at the start of a project, and the plan is followed and monitored
- C - Usability tests are carried out in accordance with a standard that is part of the quality system
- D - A few usability tests are conducted by enthusiastic individuals. They may be amateurish, but they still produce some valuable results
- E - No usability tests are conducted
- F - All findings from usability tests are properly implemented

Question 32 **2 correct answers**

LO 7.1 U

One of the nine steps in “Boosting HCD maturity” is “Create a sense of urgency”.

Which two of the following best describe ways to create a sense of urgency?

- A - Carry out a usability test with representative users to demonstrate specific, qualitative obstacles to profit
- B - Argue for resources for UX
- C - Understand the organisation’s business goals and strategies
- D - Demonstrate convincingly that the organisation has a platform that is plagued by UX problems
- E - Document progress and substantiate it with numbers
- F - Show what the UX could do or look like in three years

Question 33 1 correct answer

LO 7.2 U

An organisation is at the HCD maturity level “Incomplete”.

Which one of the following tactics is best suited to increase the HCD maturity level to “Performed”?

- A - Create a human-centred quality system and enforce it
- B - Create a style guide
- C - Perform a usability inspection and discuss the results with stakeholders
- D - Conduct a user survey and present the results to stakeholders
- E - Create a gallery of personas
- F - Carry out a small, informal usability test and invite stakeholders to observe it

Question 34 1 correct answer

LO 8.1 U

Which one of the following is the best example of how metrics can be used to quantify the business value of HCD activities?

- A - Archie reports the number of times users spontaneously said “Wow!” in usability tests of the old and new ordering system
- B - Bill reports the time it took 30 users to complete the same purchase in both the old and the new ordering system
- C - Cecilia reports the total number of usability findings in usability tests of the old and the new ordering system
- D - Debbie reports the NPS-score from 7 usability test participants after they participated in usability tests of the old and the new ordering system
- E - Eric computes the task completion rates for 4 usability test participants in usability tests of the old and the new ordering system
- F - Fanny reports satisfaction scores based on brief interviews after 30 usability test sessions where she asked, “What do you think of the new system compared to the old one?”

Question 35 1 correct answer

LO 8.2 K

Which one of the following defines a quantitative usability test?

- A - A satisfaction metric that quantifies how many more people are likely to promote a product compared to those likely to criticise it
- B - A set of quantitative data points used to measure, compare, and track the human-centred quality of an interactive system over time
- C - A data-gathering method where users are asked to report facts and opinions by completing a questionnaire.
- D - A usability evaluation that involves representative users performing specific tasks with the interactive system to enable identification and analysis of usability problems
- E - A usability evaluation that focuses on obtaining figures for the effectiveness, efficiency, or satisfaction of an interactive system
- F - A way to test changes to the design of an interactive system against the current design and determine which changes produce positive results

Question 36 1 correct answer

LO 8.3 K

Which one of the following best describes the Net Promoter Score (NPS)?

- A - The efficiency of a product measured in a usability test
- B - A score that indicates users' satisfaction with a product, measured in a usability promoter test
- C - The promotion score of a product, measured in a user survey
- D - A metric that indicates how many more people are likely to promote a product compared to those likely to criticise it
- E - The score from a Net Promoter Test with users
- F - A score of effectiveness that indicates how many people can correctly promote a task in a usability test

Question 37 **1 correct answer** LO 9.1 U

Which one of the following best defines the concept: risk?

- A - Prioritising user needs over personal or organisational objectives
- B - Disregard of human-centred design principles
- C - Something unplanned that might happen that could have a negative impact on a project
- D - Prioritising people and the planet by minimising the resources required for the use of interactive systems.
- E - Disregarding a reasonable scenario under which this new UX could cause the organisation to cease to exist
- F - A factor that could result in future events with positive consequences

Question 38 **1 correct answer** LO 9.2 U

Which one of the following is a business risk of poor design for a smartwatch?

- A - Users buy the smartwatch but return it and demand their money back; the smartwatch works as specified, but users can't figure out how to use it
- B - The organisation's profound understanding of users enables it to add value to the smartwatch that none of its competitors currently offer
- C - The smartwatch is not only usable, it is desirable
- D - Usability test reports are not read by end users
- E - Personas are created by the UX team rather than by external consultants
- F - The carefully usability tested user interface of the smartwatch reduces the need for customer support

Question 39 **2 correct answers** LO 9.3 U

Which two of the following are evaluation risks?

- A - Those responsible for designing and developing the product have insufficient knowledge of basic UX principles
- B - Usability test reports are short and to the point
- C - There are 'Taboo' topics, such as poor underlying software architecture, which the organisation tries not to change
- D - Determining the context of use by talking to a few proxies and pleasers rather than a reasonable number of real, representative users
- E - All usability tests are carried out before the software product is released
- F - Agreed changes from usability tests are carried out after the software product is released

Question 40 **1 correct answer** LO 10.2 K

Which one of the following advice does NOT relate to sustainable design?

- A - Avoid decorative video and images
- B - Avoid auto-playing video content
- C - Design efficient site navigation and search
- D - Avoid text that blinks
- E - Provide downloads as compressed files
- F - Reduce or remove embedded third-party technology such as social sharing buttons, embedded maps and ad pop-ups

This is the end of the 40 test questions

4 Answers to the public test questions

Question	Answer	Notes
1	D	D is correct according to Chapter 1, Introduction, and Section 1.1, “A UX manager must constantly focus on ...” A is not correct, because simply „saying“ that HCD is important is not sufficient. See Table 4, Incomplete, fourth bullet. E is not correct because demonstrations without feedback are of little value
2	A+E	Section 1.2, “Executives are driven by ...”
3	C+D	Section 1.2, “To successfully engage with executives ...”
4	B	A: HiPPOs are opinions, see the definition in section 1.3 B: Correct C: HiPPO means Highest Paid Person’s Opinion, see the definition in section 1.3 D: In an opinion war, the arguments are opinions, not data E: Opinion wars do not happen in organisations with a high HCD maturity F: Designer centred design happens at the lowest HCD maturity level, see Table 4, “Incomplete”
5	D+F	See the last bullet list in Section 1.4 A: Focus groups are opinion based B: Style guides are appropriate at higher maturity levels, see Table 4 C: Personas and scenarios are UX related artifacts, people who are not UX professionals often find it hard to understand their value E: Talking in some detail about dissatisfied users is not helpful
6	E	See the examples in the definition of “Business Goal” E: Decreasing the number of calls and the length of each call might be a valid business goal
7	D	A. ROI is used to make decisions, not to show achievements B: UX value is of minor interest to executives C: ROI is used to make decisions, not to track achievements E: Is the definition of MVP F: Is the definition of “Project Roadmap”
8	D	D is the only answer that is not quantifiable
9	D	See the definition of “Return On Investment, ROI”
10	C	See the definition of “Minimum Viable Product, MVP”
11	E	E is described in “UX manager”
12	C+F	A, B, D and E are responsibilities of a UX manager C is listed in “UX leader” as “mentoring” F organising informal UX seminars is similar to other UX leader activities
13	F	A, B, C, D and E are correct if you replace “managers” with “leaders” and vice versa.

Question	Answer	Notes
14	E	A, B, C, D and F are mentioned in "Product manager". E: The curriculum says "Product managers do not necessarily understand the details of UX or HCD."
15	B	See the definition of "Product roadmap"
16	B	B is described in Section 3.1.2, "Prioritising HCD activities"
17	B+D	B+D: The advantages are listed in the notes for "Centralised HCD model" A, C, E, F are advantages of the decentralised HCD model
18	F	See the definition of DesignOps
19	E	E: Customer support manager is not listed in Figure 3. All other roles are listed in Figure 3.
20	C	See the definition of Human-centred quality objective
21	A	See the definition of HCD tactic.
22	C	C is mentioned in the definition of UX vision A+B are tactics D is a business goal E+F are business objectives
23	A	See section 4.2, Crafting a UX vision
24	D	A+B+C+E+F are listed in Table 3 D is mentioned in the introduction to Chapter 5.
25	E	E is part of the explanation of "Organisational culture"
26	B+E	B is much better than A. C and D are incorrect because there is no discussion and because review results can be dismissed as opinions. D is also incorrect because critical findings should not be presented in public meetings. F: At a low maturity level, user requirements are not meaningful to colleagues.
27	B+E	B+E are included in the description of Feedback culture. To be correct, C should be "Praise publicly and critique privately"
28	B	B: Certification and anything that could be interpreted as force will lead to resistance All other answers appear in the description of HCD evangelisation
29	D	D: Avoid "policing" a style guide All other answers appear in Section 5.3.1 Style guide
30	C+D	B maturity scales are for teams and organisations, not for single UX professionals. This is described at the start of the introduction to Chapter 6. C+D are included in the bullet list in the description of HCD maturity scale

Question	Answer	Notes
31	D	A is a distinguishing characteristic of level Established B is a distinguishing characteristic of level Managed C is a distinguishing characteristic of the Quality system of level Established E is a distinguishing characteristic of level Incomplete F is a distinguishing characteristic of the Quality system of level Established
32	A+D	According to Chapter 7, “Create a sense of urgency” is step 2 A is step 2 (correct answer) B is step 5 C is step 1 D is step 2 (correct answer) E is step 3. Only qualitative findings are available at step 2. F is step 4
33	F	A A Human-centred quality system is relevant at level Established B is essentially correct but F is much more powerful. Also, simply creating a style guide without promoting it will not work. C+D Inspections and User surveys are opinion based and should be avoided at level “Incomplete” E Personas are not considered useful at level “Incomplete” when stakeholders are sceptical about any HCD activities that don’t have clear and immediate benefits, such as usability testing.
34	B	A is rather imprecise C does not consider the severity of the usability problems D is not reliable because only 7 users are involved E is not reliable because only 4 users are involved F satisfaction scores from interviews are not reliable; use a user survey instead
35	E	See the definition of Quantitative usability test
36	D	See the definition of Net Promoter Score
37	C	C: Correct even though the definition differs a bit from the definition in the curriculum. This difference is acceptable because the learning goal is “Understand ..”
38	A	A is listed in Section 9.1.1. B+C+F are business opportunities that are listed in Section 9.1.2. D is wrong because usability test reports are not intended for end users E could be considered an analysis opportunity
39	E+F	B: Is an evaluation opportunity, not a risk E: It represents a risk that no usability tests are carried out after release when experienced users are available F: It represents a risk that critical usability problems may not be corrected before the product is released

Question	Answer	Notes
40	D	A+B+C+E+F are listed among the examples in “Sustainable design” D may be annoying to the user and it may influence usability and accessibility but it does not consume extra power and affect sustainability.

5 Important changes compared to previous versions

Date, version	Change
27-09-2022, Version 1.01	First version