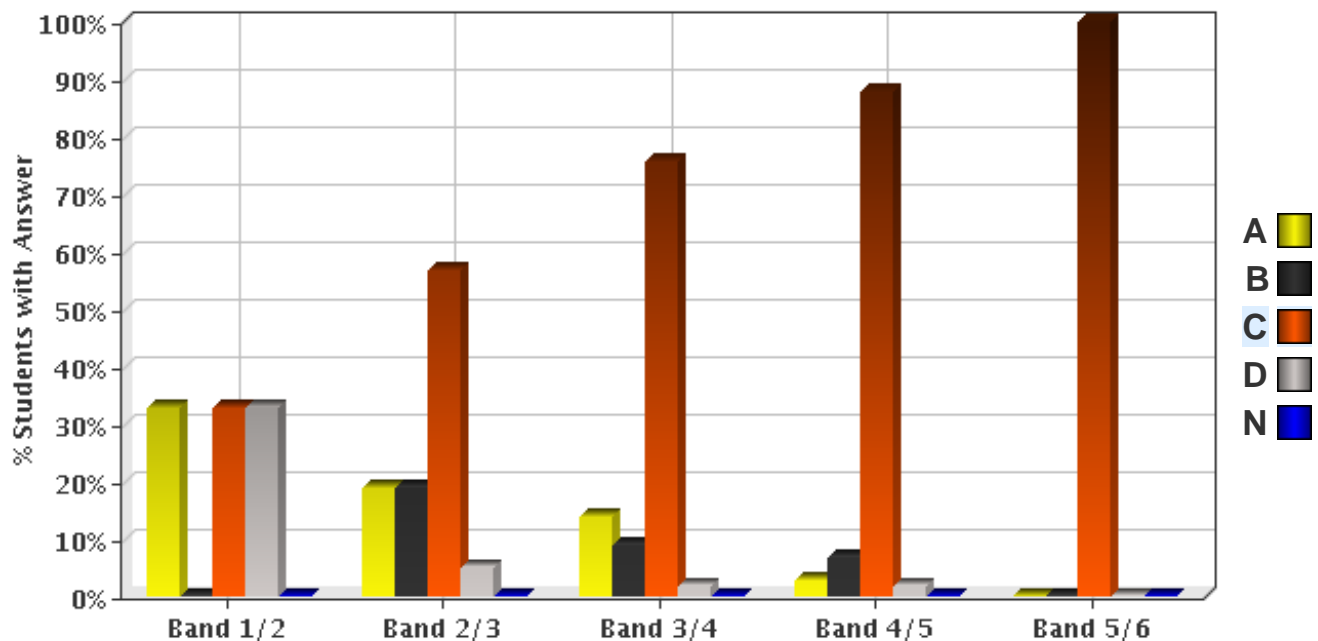


## Question 9

Which of the following would be the best practice procedure in making a diagnosis of a problem?

- A  Substitute a component to clearly identify the fault
- B  Understand exactly what the owner says and wants
- C  Use a systematic approach and follow a logical sequence
- D  Ask a work colleague for information to draw conclusions from

### HSC Statistics on this Question:



	Band 1/2	Band 2/3	Band 3/4	Band 4/5	Band 5/6
<b>A</b>	33%	19%	14%	3%	0%
<b>B</b>	0%	19%	9%	7%	0%
<b>C</b>	33%	57%	76%	88%	100%
<b>D</b>	33%	5%	2%	2%	0%
<b>N</b>	0%	0%	0%	0%	0%

The table and graph show, for the groups of students whose marks in the examination corresponded to the borderline between two bands, what percentages of each group selected the responses A, B, C and D. N is used to identify: No valid response.

Note that apparent anomalies in the table and graph, such as 0% or 100% of students choosing a particular response, can occur when there are no students (or very few students) who scored the particular examination mark associated with that borderline.