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ISO9001 Introduction Quiz Parts 1 and 2

Name: _____

Date: _____

1. ISO Certification means that the products you make are certified by a third party registrar
_____ True _____ False
2. ISO Certification is performed by a third party organization called a Registrar
_____ True _____ False
3. The ISO Auditor is required to be certified by the Registrar
_____ True _____ False

4. ISO9001 is the “Entry Level” Quality Systems Standard
 True False
5. Choose any of the following that denotes a requirement
 Shall
 Can
 May
 Should
 Could
6. When something “necessary” is required, who decides what is “necessary?”
 The Auditor
 The Organization
7. Who defines the scope of an organization’s Quality Management System?
 The Registrar
 The Auditor
 The Organization
8. Who defines the “Processes” in the quality management system?
 The Registrar
 The Auditor
 The Organization
9. Who is accountable for the effectiveness of the Quality Management System?
 Top Management
 Anybody Else

10. What are the required commitments within the Quality Policy

- Meeting Requirements
- Continually Improving
- Cost Effectiveness
- Customer Satisfaction

11. Audit findings are written against a requirement in the standard

- True False

12. Major non-conformities in an ISO audit can require a follow up audit

- True False

13. It's the auditors job to make the ISO registration decision

- True False

14. Who determines the rules for responding to a finding in an ISO audit?

- The Organization
- The Auditor
- The Registrar

15. Whose job is it to determine Risks and Opportunities

- The Organization
- The Auditor
- The Registrar

16. What are the requirements for the Quality Objectives (Select one or more)

- Consistent with the Quality Policy (Conform to Requirements and Improving)
- Measurable
- Measures cost effectiveness

- Takes into account requirements
- Be Monitored
- Be the same every year
- Be communicated

17. If you don't meet your quality objectives, what are you required to do?

- Do corrections, corrective actions and make necessary improvements
- TBD by the organization
- Ignore, do better next time.

18. When there are changes in the Management System, how must the change be done?

- By Top Management
- Randomly
- In a Planned Manner