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ISO9001 Introduction Quiz Parts 3 and 4

Name: _____

Date: _____

1. How often are ISO9001 Recertification Audits

- _____ Annually
- _____ Every Calendar Year
- _____ Every Three Years
- _____ Determined by the Organization

2. Who determines the "acceptance criteria" (specifications) for products and services

- _____ The Organization
- _____ The Government
- _____ The Organization, in consultation with the customers and other interested parties
- _____ The Auditor

3. What must an organization do before committing to provide products or services
- Create a Catalogue
 - Create a Price List
 - Conduct a Review
 - Hold a Sales Meeting
4. The organization must retain records of the Order Review
- True False
5. What are good reasons for Design Controls? (Select one or more)
- Assures that the design met the customer expectations
 - Protects the engineer from undisclosed design changes
 - Provides a record of validation and verification of the design
 - Slows down the design process to make it slower and better
 - Reduces design costs
6. Design and Development Controls are developed by:
- The Registrar
 - The Auditor
 - The Organization
 - The Customer
 - The Organization in consultation with the Customer as needed
7. What is required when a design output doesn't meet the requirements?
- Rework the design
 - Report back to the Customer
 - Cancel the Project
 - Change the Design Requirement
 - Could be any of the above, depending on the design plan.

8. Who determines the controls for externally provided materials or services? (Purchasing Controls?)

- The Registrar
- The Auditor
- The Organization
- The Customer
- The Organization in consultation with the Customer as needed

9. In what way are purchasing controls normally passed to the Supplier?

- Phone Call
- Email
- Verbally
- Depends on "The Organization's" communication requirements
- Other

10. When it requires the supplier to provide testing or other verification activities, what does "the organization" need to do? (one or more may apply)

- Inform the Supplier
- Require a C of A
- Require an OK Stamp or other markings
- To be determined by the Organization

11. When should a product inspection be done?

- At the end of the process
- At the appropriate stages (as determined by the organization)
- Before Packaging

12. At what point must the status of outputs (good or not good) be identified?

- Throughout the process
- At the end of the process
- In the finished goods warehouse

13. When externally owned property is lost, damaged, or compromised, what is the requirement for “the organization?”

- Ignore
- Notify in writing
- Notify verbally, and keep a record
- Depends on the agreement with the external party

14. Employee personal data is considered externally owned property.

- True False

15. An employee makes a process change that differs from what is called for in the operating specification. Which of the following things need to happen.

- Nothing. The employee can change what he or she wants
- Tell his or her supervisor
- Get written permission from the Supervisor
- Get written permission from an authorized approval authority
- Depends on the organization’s rules. Several of these may apply.

16. Which of the following are required activities in the event of nonconforming products or services?

- Throw in trash
- Correct and reinspect
- Segregate
- Release
- Release with customer concession (Maintain records)
- Maintain record of the authority deciding the action

17. Can a company make a claim that it is ISO conformant without being ISO certified?

- Yes No

18. The Organization is required to conduct Customer Surveys

- True False

19. What is the “required interval” for an internal ISO9001 Audit?

- Once a year
- Every three years
- Up to the Organization to decide based on various factors

20. What is the “Required Interval” for the Management Review Meeting

- Once a Year
- Quarterly
- Up to the Organization
- There is no requirement for a meeting.

21. The organization is required to take a corrective action in the event of a non-conformity.

- True False