

ISO 10019:2005 Management Systems Consultancy



Sample Papers

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1. A person who assists the organization on quality management system realization, giving advice or information is
 - A. An auditor
 - B. the Quality Manager
 - C. the quality management system consultant
 - D. the Internal auditor

2. "Coordinated activities to direct and control an organization with regard to quality" defines:
 - A. Management review
 - B. Quality management
 - C. Total quality management
 - D. None of the above

3. Any data supporting the existence or verity of something is called:
 - A. corrective action
 - B. objective evidence
 - C. audit findings
 - D. none of the above

4. "Recurring activity to increase the ability to fulfill requirements" defines:
 - A. Continual improvement
 - B. Preventive action
 - C. Quality improvement
 - D. All of the above

5. Generally, the consultant's role includes:
 - A. assisting the organization to ensure that all employees are paid on time.
 - B. communicating with all relevant individuals, at all levels, involving them actively in the quality management system realization
 - C. assisting the organization by representing them in a third party audit
 - D. all of the above

6. The competence of a consultant can be evaluated by:
 - A. his/her previous work experience
 - B. his/her relevant education
 - C. his/her relevant skills and knowledge
 - D. all of the above

7. The personal attributes of a consultant should be:
 - A. decisive
 - B. easily persuaded
 - C. theoretical
 - D. all of the above

8. Quality management system consultants are required to have knowledge of:
 - A. ISO 9000
 - B. ISO 9001
 - C. ISO 19011
 - D. all of the above

9. The success of a quality management system depends on:
 - A. the Top Management
 - B. the consultant
 - C. the employees
 - D. all of the above

10. Which of the following could be applications of managerial functions?
 - A. Policy making
 - B. Planning
 - C. Decision Making
 - D. All of the above

ANSWER KEY for SAMPLE Questions

1	C
2	B
3	B
4	A
5	B
6	D
7	A
8	D
9	C
10	D