

# ISO 9001:2008 Quality Management Systems



Sample Papers

## **ISO 9001:2008 Quality Management Systems Sample Questions**

1. "Person or group of people who directs and controls an organization at the highest level" is the definition of:
  - A. Production control Department
  - B. Top Management
  - C. None of the above
  - D. Medium
  
2. "Relationship between the result achieved and the resources used" is the definition of:
  - A. Efficiency
  - B. Improvement
  - C. None of the above
  - D. Medium
  
3. ISO 9001:2008 requires which of the following to be documented?
  - A. A procedure for internal auditing
  - B. A procedure for training
  - C. All of the above
  - D. Medium
  
4. Identify the specific ISO 9001 clause number that is applicable to the following: "The organization shall determine and manage the work environment needed to achieve conformity to product requirements"
  - A. 6.3
  - B. 7.1
  - C. None of the above
  - D. Medium
  
5. This is an example of a quality management system document:
  - A. Documented Procedures
  - B. Internal audit programme
  - C. All of the above
  - D. Medium
  
6. Customer Communication (7.2.3):
  - A. can be oral or written
  - B. should include only quality issues
  - C. None of the above
  - D. Medium

7. Under certain circumstances it may be permissible to exclude the following activities from the scope of the quality management system:
- A. Training
  - B. Preservation of products
  - C. Internal audits
  - D. Medium
8. The training records of an organization are related to which paragraph of the Standard?
- A. 5.6.2
  - B. 6.2.2
  - C. None of the above
  - D. Medium
9. How long must Quality Objectives be set for?
- A. 3 years (one certification cycle)
  - B. As determined by the organization
  - C. Indefinitely
  - D. Medium
10. In the Customer Service Department of a large catalogue retailer, the auditors were reviewing the corrective action process. The audit team leader noticed that a recurring customer complaint was that the organization was in a stock out situation during sales events. In each of the last four occurrences the auditor discovered that the root cause was listed as "ineffective contract review." The corrective action was listed as "procedure training." When asked to explain this, the Supervisor reported that they perform their contract review on the flyers they mail out because it isn't feasible to do it on each order. He further pointed out that "ISO allows that." The auditor said that she knew that, but could he explain why they kept stating that "procedure training" was their corrective action when it was obviously not effective. The Supervisor responded that there really isn't anything more they could do, when they have a sale, they only offer a limited number of the items at the sales price, and they obviously are poor judges of their customer's response. The auditor asked if they state in their flyer that they are only offering a certain number, to which the supervisor replied, "You're kidding right? Of course not" The above incident can be reported as:
- A. Non Conformity against 8.2.4 clause
  - B. Opportunity for improvement against 8.5.3 clause
  - C. None of the above
  - D. Medium

**ANSWER KEY for SAMPLE Questions**

<b>1</b>	<b>C</b>
<b>2</b>	<b>B</b>
<b>3</b>	<b>B</b>
<b>4</b>	<b>A</b>
<b>5</b>	<b>D</b>
<b>6</b>	<b>B</b>
<b>7</b>	<b>B</b>
<b>8</b>	<b>C</b>
<b>9</b>	<b>C</b>
<b>10</b>	<b>A</b>