

ISO 9001 Quality Management Systems Foundation

Sample Questions



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1. "Person or group of people who directs and controls an organization at the highest level" is the definition of:
 - A. Quality Management Department
 - B. Production Control Department
 - C. Top Management
 - D. None of the above

2. ISO 9001:2008 requires which of the following to be documented?
 - A. A procedure for the auditing of suppliers
 - B. A procedure for internal auditing
 - C. A procedure for training
 - D. All of the above

3. 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. 6.4
 - B. 4.2.1
 - C. 7.1
 - D. None of the above

4. This is an example of a quality management system document:
 - A. Work Instructions
 - B. Documented Procedures
 - C. Internal audit program
 - D. All of the above

5. How long must Quality Objectives be set for?
 - A. Depends on the shelf-life of the product
 - B. 3 years (one certification cycle)
 - C. As determined by the organization
 - D. Indefinitely

6. When used within a quality management system, the process approach emphasizes the importance of:
 - A. Understanding and meeting requirements
 - B. The need to consider process in terms of added value
 - C. Obtaining results of process performance and effectiveness
 - D. All of the above

7. ISO 9001:2008 Standard, specifies requirements for:
 - A. A food safety management system
 - B. Quality management system
 - C. An occupational health and safety management system
 - D. A production control system

8. Which of the following is not a method for defining responsibility and authority within an organization?
 - A. An organizational chart
 - B. A job description
 - C. On the job training
 - D. None of the above

9. The organization shall identify the product status with respect to monitoring and measurement requirements:
- A. After the production has ended
 - B. Only for the stages related to customers
 - C. Throughout product realization
 - D. None of the above
10. When auditing an organization that implements a quality management system, it is necessary:
- A. To use certified auditors
 - B. To have a copy of ISO 9000:2008
 - C. To audit every one of the personnel, even though they may have the same responsibilities, in order to be as confident as possible
 - D. None of the above

ANSWER KEY for SAMPLE Questions

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