

ISO 9001 Quality Management Systems Professional



Sample Questions

Sample Questions

1. The non-fulfillment of a specified requirement is called a:
 - A. Concession
 - B. Nonconformity
 - C. Corrective action
 - D. None of the above

2. Which of the following is **NOT** an example of poor quality?
 - A. Price of the product is significantly higher than that all other products in the market
 - B. Product is delivered later than promised
 - C. Product is delivered with no instructions for use
 - D. Product stops working unexpectedly

3. Scheduled quality system audits should be supplemented when:
 - A. Significant changes are made in the quality system, such as a major reorganization or procedure revisions
 - B. It is suspected that the quality of an item is in jeopardy due to quality system deficiencies
 - C. A systematic, independent assessment of quality system effectiveness is considered necessary
 - D. All of the above

4. Where the customer provides no documented statement of requirement, the customer requirements shall be:
 - A. Verified after accepted
 - B. Confirmed before acceptance
 - C. Validated after realization of the product
 - D. Rejected unless documented

5. Customer property may include:
 - A. Production equipment
 - B. Facilities
 - C. Product returned for servicing under warranty
 - D. All of the above

6. Which of the following is/are **NOT** required to be included in the Quality manual?
 - A. Details and justification for any exclusions
 - B. The document control procedure or related reference
 - C. The internal audit procedure or related reference
 - D. The quality policy

7. The ISO 9001 Standard requires from top management to ensure that:
- A. Organizational chart is in place
 - B. Responsibilities and authorities are defined and communicated within the organization
 - C. A documented procedure describes the responsibilities and authorities within the organization
 - D. Documented job descriptions are in place

8. Infrastructure does **NOT** include:
- A. Human resources
 - B. Buildings
 - C. Information Systems
 - D. Hardware
9. The organization shall determine, collect and analyze data, to demonstrate the suitability and effectiveness of the quality management system, regarding:
- A. Market trends
 - B. Production cost issues
 - C. Suppliers
 - D. None of the above

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 8.5.2 clause
- B. Non Conformity against 8.2.4 clause
- C. Opportunity for improvement against 8.5.3 clause
- D. None of the above

ANSWER KEY for SAMPLE Questions

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