

Customer Service and Handling Complaints

Quiz-Answer Key

Passing score = 80% [Answers in RED]

Select the correct answer.

1. T F Feedback does not need to be sought. (Answer: F)
2. T F The person who receives the complaint should document it. (Answer: T)
3. T F You don't have to respond to complaints. (Answer: F)
4. T F The "5 Whys" is a tool for performing root cause analysis. (Answer: T)
5. T F Customer requirements and/or incorrect sample collection may be a potential cause of a problem. (Answer: T)
6. T F There may be more than one root cause of a problem. (Answer: T)
7. T F In the example, the root cause of the water leaking on the floor was "the freezer was held open too long." (Answer: F)

8. Of the following what best describes "empathizing" with the customer?: (Answer: A)

A. Being a sympathetic listener

B. Treating them as troublemakers

C. Ignoring what they say

D. Hang up when they insult you

9. Which is the best way to seek customer feedback?: (Answer: A)

A. Talk to customers

B. Wait for a complaint and then respond

C. Passive feedback

D. All of the choices

10. Pick the best answer(s). Customer Service skills include (Answer: D)

A. Smiling when you talk on the phone

B. Being polite and helpful

C. Returning all calls

D. A, B & C

11. The laboratory needs a policy and procedure for customer complaints to: (Answer: D)

A. Know who should document the complaint.

B. Record management's reactions to complaints.

C. Neither A nor B

D. A and B

12. The Quality Management System documents include (Answer: A)

A. Quality policies

B. Articles on ISO Guidelines

C. Employee resumes

D. All of the choices

13. Match the correct term and definition:

A. Define

B. Analyze

C. Improve

B Why did something happen (what was the cause)?

A "What, when, where, how" did something happen?

C What will be done about this?

14. Match the correct term and definition:

A. Correction

B. Corrective Action

B Establishes root cause and action prevents reoccurrence

A The immediate fix to a problem

