

Personnel Requirements, Ethics and Continuous Improvement Quiz

Passing score = 80%

Select the correct answer.

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|---|---|--|---|
| 1. | T | F | The roles and responsibilities of the Technical Manager and the Quality Manager are defined in the quality manual per ISO/IEC 17025. |
| 2. | T | F | The employee formulates the goals as it relates to education, training, and skills of the laboratory employee. |
| 3. | T | F | Temporary employees can have an exception to the personnel requirements under ISO/IEC 17025, section 5.2 since they are only working for a short time period. |
| 4. | T | F | The laboratory should have a policy in place addressing the laboratory's position on ethics, integrity, and code of conduct. |
| 5. | T | F | Employees can be trusted to do the right thing, so there is no need to have ethics training. |
| 6. | T | F | Continuous improvement is a requirement of ISO/IEC 17025. |
| 7. Which operations do the Technical Manager has the overall responsibility for to ensure the required quality of laboratory operations? | | | |
| A. quality | | B. technical | |
| C. Both A and B | | D. Neither A nor B | |
| 8. In ISO/IEC 17025, clause 5.2.4, the laboratory shall maintain _____ for managerial, technical and key support personnel involved in tests. | | | |
| A. current job descriptions | | B. No specific documents; since the job is ever-changing, nothing formal is required | |
| C. a calendar | | D. A, B & C | |
| 9. Ethics policies should include the laboratory's position on: | | | |
| A. ethics | | B. integrity | |
| C. code of conduct | | D. A, B & C | |
| 10. A Quality Culture can only be obtained when staff: | | | |
| A. focus on the customer | | B. continually improve | |
| C. lead by example | | D. A, B & C | |
| 11. An ethics program should include: | | | |
| A. verbal ethics agreements | | B. examples of improper practices and data manipulations | |
| C. no training, because a policy is enough to ensure ethical behavior | | D. All of the choices | |