

Personnel Requirements, Ethics and Continuous Improvement Quiz-Answer Key

Passing score = 80% [Answers in RED]

Select the correct answer.

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. (Answer: T)
 2. T F The employee formulates the goals as it relates to education, training, and skills of the laboratory employee. (Answer: F)
 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. (Answer: F)
 4. T F The laboratory should have a policy in place addressing the laboratory's position on ethics, integrity, and code of conduct. (Answer: T)
 5. T F Employees can be trusted to do the right thing, so there is no need to have ethics training. (Answer: F)
 6. T F Continuous improvement is a requirement of ISO/IEC 17025. (Answer: T)
7. Which operations do the Technical Manager has the overall responsibility for to ensure the required quality of laboratory operations? (Answer: B)
- 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. (Answer: A)
- 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: (Answer: D)
- A. ethics B. integrity C. code of conduct D. A, B & C
10. A Quality Culture can only be obtained when staff: (Answer: D)
- A. focus on the customer B. continually improve C. lead by example D. A, B & C
11. An ethics program should include: (Answer: B)
- 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