

Internal Auditing and Control of Nonconformances Quiz

Passing score = 80%

Select the correct answer.

1. T F Internal audits are the only means by which non-conformances in the QMS are identified.
 2. T F The laboratory's internal audit program needs to address all elements of the management system.
 3. T F Ideally internal audits are carried out by personnel who are independent of the activity being audited.
 4. T F Internal auditors should be objective.
 5. T F Follow up activities of an internal audit do not include the verification of the implementation of corrective actions taken.
 6. T F Audit findings are only described as non-conformances.
 7. T F When a non-conformance is detected, it usually means there is a problem with laboratory staff members.
 8. T F An out of control QC sample is not an indication of a nonconformance.
 9. T F A proficiency test failure is not an indication of a nonconformance.
 10. T F When a non-conformance is detected that affects previously reported data, the laboratory does not need to recall that data.
 11. T F All non-conformances need to have documented corrections.
 12. T F Immediate corrections always identify the cause of the nonconformance
 13. T F Once the immediate correction has been done work can resume.
 14. T F Internal audits provide assurance to management that the management system is implemented as intended.
15. Nonconforming work is not identified by:
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| A. Internal audits | B. Observation | C. One staff member "telling" on another staff member without documentation | D. Customer complaints |
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16. Why perform internal audits?:
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| A. To improve processes | B. To blame someone for the mistake | C. To ensure the quality staff have work to do | D. To ensure all laboratory processes are under the scope of accreditation |
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17. Auditors look to see if:
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|---|-------------------------------------|--|------------------------|
| A. the laboratory is doing what it says | B. the laboratory says what it does | C. the laboratory can prove what it does | D. All of the choices. |
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18. The laboratory's policies and procedures for nonconforming work does not need to include:

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| A. What actions are taken when a nonconformance is identified | B. Assurance that the customer is notified, if needed. | C. Regulations for how the samples are to be tested | D. the responsibility and authorities for managing nonconforming work |
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19. Responding to a nonconformance includes:

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| A. Determining who is to blame | B. Determining if data needs to be withheld or reports recalled | C. An evaluation of the significance of the nonconformance | D. B and C |
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20. Match the correct term and definition:

- | | |
|------------------|---|
| a. Audit | ___The immediate fix to the problem |
| b. Correction | ___The nonfulfillment of a specified requirement or a failure to meet a professional standard |
| c. Records | ___“Proof” of what you are doing |
| d. Nonconformity | ___On-site verification of a process to ensure it complies with requirements. |

