

Internal Auditing and Control of Nonconformances

Quiz-Answer Key

Passing score = 80% [Answers in RED]

Select the correct answer.

1. T F Internal audits are the only means by which non-conformances in the QMS are identified. (Answer: F)
2. T F The laboratory's internal audit program needs to address all elements of the management system. (Answer: T)
3. T F Ideally internal audits are carried out by personnel who are independent of the activity being audited. (Answer: T)
4. T F Internal auditors should be objective. (Answer: T)
5. T F Follow up activities of an internal audit do not include the verification of the implementation of corrective actions taken. (Answer: F)
6. T F Audit findings are only described as non-conformances. (Answer: F)
7. T F When a non-conformance is detected, it usually means there is a problem with laboratory staff members. (Answer: F)
8. T F An out of control QC sample is not an indication of a nonconformance. (Answer: F)
9. T F A proficiency test failure is not an indication of a nonconformance. (Answer: F)
10. T F When a non-conformance is detected that affects previously reported data, the laboratory does not need to recall that data. (Answer: F)
11. T F All non-conformances need to have documented corrections. (Answer: T)
12. T F Immediate corrections always identify the cause of the nonconformance (Answer: F)
13. T F Once the immediate correction has been done work can resume. (Answer: F)
14. T F Internal audits provide assurance to management that the management system is implemented as intended. (Answer: T)
15. Nonconforming work is not identified by: (Answer: C)

A. Internal audits	B. Observation	C. One staff member "telling" on another staff member without documentation	D. Customer complaints
--------------------	----------------	---	------------------------
16. Why perform internal audits?: (Answer: A)

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
-------------------------	-------------------------------------	--	--

17. Auditors look to see if: **(Answer: D)**

- | | | | |
|---|-------------------------------------|--|------------------------|
| 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. |
|---|-------------------------------------|--|------------------------|

18. The laboratory's policies and procedures for nonconforming work does not need to include: **(Answer: C)**

- | | | | |
|---|--|---|---|
| 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 |
|---|--|---|---|

19. Responding to a nonconformance includes: **(Answer: D)**

- | | | | |
|--------------------------------|---|--|------------|
| 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 |
|--------------------------------|---|--|------------|

20. Match the correct term and definition:

- | | |
|------------------------|--|
| A. Audit | B ___The immediate fix to the problem |
| B. Correction standard | D ___The nonfulfillment of a specified requirement or a failure to meet a professional standard |
| C. Records | C ___"Proof" of what you are doing |
| D. Nonconformity | A ___On-site verification of a process to ensure it complies with requirements. |

