

Nonconforming Work, Root Cause Analysis & Corrective Actions, and Opportunities for Improvement Quiz-Answer Key

Passing score = 80% [Answers in RED]

Select the correct answer.

1. T F The goal of root cause analysis is to prevent recurrence of a nonconformance. (Answer: T)
 2. T F Root cause analysis takes place immediately after a nonconformance is identified, before any corrections or corrective actions take place. (Answer: F)
 3. T F Sometimes "why" is not the best starting question for a root cause investigation. (Answer: T)
 4. T F The root cause is often the first reason that comes to mind. (Answer: F)
 5. T F The correction is what you do to address one instance of a nonconformance. The corrective action is what you do to address the root cause of a nonconformance. (Answer: T)
 6. T F You are not required to monitor a corrective action for effectiveness. (Answer: F)
 7. T F The goal of improvement is to eliminate potential nonconformities. (Answer: T)
 8. T F Improvement is not a pro-active process. (Answer: F)
9. When is root cause analysis required? (Answer: D)
- | | | | |
|---|------------------------------------|---|------------|
| A. To address nonconformances identified through audits | B. When a customer is dissatisfied | C. For failing proficiency test reports | D. A and C |
|---|------------------------------------|---|------------|
10. Who should work on a root cause analysis? (Answer: C)
- | | | | |
|----------------------------|--|---|---|
| A. Only area supervisor(s) | B. Only the supervisor and the Quality Manager | C. The people who are closes to the work on a daily basis | D. Only the person who identified a nonconformity |
|----------------------------|--|---|---|
11. When performing a root cause investigation, which of the following should you work hard to avoid? (Answer: D)
- | | | | |
|--|---------------------------------|--|------------|
| A. Determining what process was not adequate and why | B. Assigning the personal blame | C. Assuming the first reason that comes to mind is the ultimate root cause | D. B and C |
|--|---------------------------------|--|------------|
12. An appropriate corrective action is: (Answer: D)
- | | | | |
|---|--|---|---------------|
| A. The action you think is most likely to eliminate the problem | B. The action you think is most likely to prevent the problem from recurring | C. Appropriate to the magnitude and risk of the problem | D. A, B and C |
|---|--|---|---------------|

13. The goal(s) of a continual improvement is/are: **(Answer: A)**

- | | | | |
|--|--|----------------------------------|--|
| A. Improve the quality management system | B. Improve employee performance review | C. Keep track of nonconformances | D. Determining the magnitude and risk of a problem |
|--|--|----------------------------------|--|

14. Which of the following can be a source of identifying an improvement? **(Answer: D)**

- | | | | |
|----------------------|------------------------------------|---|---------------|
| A. Proficiency tests | B. Observations during normal work | C. Employee suggestions for improvement | D. A, B and C |
|----------------------|------------------------------------|---|---------------|

15. Once an opportunity for improvement has been identified, what are the appropriate next steps? **(Answer: C)**

- | | | | |
|---|--|---|--------------------------------------|
| A. Simply complete the action and notify the supervisor | B. Perform a root cause investigation and notify the Quality Manager | C. Specify the needed action, assign responsibility, and implement the action | D. Notify your laboratory management |
|---|--|---|--------------------------------------|

