

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

Passing score = 80%

Select the correct answer.

1. T F The goal of root cause analysis is to prevent recurrence of a nonconformance.
 2. T F Root cause analysis takes place immediately after a nonconformance is identified, before any corrections or corrective actions take place.
 3. T F Sometimes “why” is not the best starting question for a root cause investigation.
 4. T F The root cause is often the first reason that comes to mind.
 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.
 6. T F You are not required to monitor a corrective action for effectiveness.
 7. T F The goal of improvement is to eliminate potential nonconformities.
 8. T F Improvement is not a proactive process.
9. When is root cause analysis required?
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| A. To address nonconformances identified through audits | B. When a customer is dissatisfied | C. For failing proficiency test reports | D. A and C |
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10. Who should work on a root cause analysis?
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| A. Only area supervisor(s) | B. Only the supervisor and the Quality Manager | C. The people who are closest to the work on a daily basis | D. Only the person who identified a nonconformity |
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11. When performing a root cause investigation, which of the following should you work hard to avoid?
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| 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 |
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12. An appropriate corrective action is:
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| 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 |
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13. The goal(s) of continual improvement is/are:

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| 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 |
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14. Which of the following can be a source of identifying an improvement?

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| A. Proficiency tests | B. Observations during normal work | C. Employee suggestions for improvement | D. A, B and C |
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15. Once an opportunity for improvement has been identified, what are the appropriate next steps?

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| 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 |
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