

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Place: \_\_\_\_\_

Score: \_\_\_\_\_

## QUIZ – UNDERSTANDING ISO/IEC 17020

Cite the applicable clause from the standard wherever applicable.  
**BE CAREFUL.** Many responses are close, but still incorrect.

1. The principle reason for inspection is to:
  - a. Instil confidence in the conformance of the product, process or service
  - b. Meet a regulatory requirement
  - c. Ensure the supplier complies with all given requirements
  - d. Allow users and the public to blame someone if a non-conformance is found
2. According to ISO/IEC 17020, the following are responsible for ensuring the conformance of the object of inspection (product, process or service) to specified requirements:
  - a. Regulators, applicants, purchasers.
  - b. IBs, scheme owners, regulators.
  - c. Applicants (Clients).
  - d. Applicants and regulators.
3. The following are considered conformity assessment principles:
  - a. Competence, transparency, responsibility.
  - b. Impartiality, competence, openness.
  - c. Confidentiality, competence, responsiveness to non-conformances.
  - d. Access to information, responsibility, review.
4. From the inspection process diagram table on page 10 of the Course Handbook, an inspection program contains at least the following activities:
  - a. Planning, inspection, declaration
  - b. Planning, inspection, decision
  - c. Inspection, selection, surveillance
  - d. Attestation, licensing, surveillance.
5. Simple identification of more than one relationship between parties is sufficient to declare the existence of a conflict of interest:
  - a. Yes
  - b. No
  - c. Only if an examination of the relationships concludes that any one of the relationships can influence decisions in the other.
  - d. It is not important if the applicant's decisions are influenced by the IB. In fact, that is a good thing.

6. Inspections shall be:
  - a. Impartial to the degree necessary to conform to scheme requirements
  - b. Appropriate to the needs of the consumer
  - c. Impartial
  - d. Conformant to the specifications of the applicant
7. Top management of the IB shall be committed to:
  - a. Good governance
  - b. Impartiality
  - c. Financial stability
  - d. Customer service
8. Type A inspection bodies shall not be linked to a separate legal entity engaged in the:
  - a. Design or installation of the items inspected by common ownership
  - b. Manufacture or supply of the items inspected by common ownership
  - c. Purchase or ownership of the items inspected by common ownership
  - d. All of the above
9. The IB shall:
  - a. Ensure the policies and principles relating to the impartiality of its inspection activities conform to applicant requirements
  - b. Be independent to the extent that is required to ensure impartiality
  - c. Describe all tendencies to allow commercial or other considerations to affect the consistent impartial provision of inspection activities.
  - d. Have lawyers on staff to ensure impartiality
10. Although every circumstance cannot be considered fully, an IB shall identify all relationships and the relationships of its personnel that may present a risk to impartiality.
  - a. No.
  - b. Yes
  - c. Only for those employees working in the IB.
  - d. Only for those employees working for subcontractors.
11. The difference between “inspection” and “certification” is:
  - a. Inspection makes use of professional judgment. Certification does not
  - b. Certification makes use of professional judgment. Inspection does not
  - c. Inspection may make use of testing results. Certification does not
  - d. Certification may make use of testing and inspection results.

12. Accredited IBs must have legally defensible contracts in place for:

- a. All persons involved in the inspection process
- b. All inspections
- c. The subcontractors involved in the inspection processes
- d. All inspections except when it provides inspection to its own company.

13. An IB that subcontracts testing work may only use:

- a. laboratories accredited to ISO/IEC 17025 by A2LA
- b. laboratories deemed competent by the IB
- c. laboratories accredited to ISO/IEC 17025 by any ILAC signatory
- d. any of the above.

14. With regard to “traceability of measurement”:

- a. ISO/IEC 17020 defers to the GUM (JCGM 100:2008)
- b. ISO/IEC 17020 provides no specifics – only a requirement for traceability
- c. Traceability of measurement is not required in inspection
- d. All tests must be traceable

15. The inspection process requirements given in ISO/IEC 17020 are methods of:

- a. Establishing if products, processes and services conform to specified criteria
- b. Reducing audit and testing time
- c. Recording the particulars of a sample from reception to issuance of the report in order to allow an audit of its progress through the process
- d. Recording client acceptance of inspection decisions.

16. The inspection report and decision is made by at least one person, based on all information related to the inspection, its review and other relevant information received and this must be a person:

- a. employed by the IB
- b. with satisfactory knowledge of the requirements
- c. independent of the testing results
- d. independent of the subcontractor

17. Substantiated non-conformance with inspection requirements of a sample product, process or service, may lead to which of the following:

- a. Notification of failure to meet specified requirements.
- b. Removal of the non-conforming variants.
- c. Suspension of the inspection activity until the applicant resolves the issues.
- d. Any or all of the above

18. What is the definition of a complaint?

- a. an expression of dissatisfaction from a regulator
- b. an angry phone call from someone who is not going to do business with the IB ever again
- c. any written expression of dissatisfaction concerning any aspect of the operations of the IB
- d. all of the above

19. What is the definition of an appeal?

- a. an expression of dissatisfaction from a regulator
- b. an angry phone call from someone who is not going to do business with the IB ever again
- c. a written request for a conformity assessment body to reconsider a decision it has made relating to its conformity assessment work
- d. all of the above

20. Management review, according to ISO/IEC 17020, requires examination of how many different issues/items:

- a. 2
- b. 8
- c. 10
- d. does not say