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

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

## QUIZ – UNDERSTANDING ISO/IEC 17065

Cite the applicable clause from the standard wherever applicable. **BE CAREFUL**. Many responses are close, but still incorrect. **You must select only one answer per question.**

**The principle reason for certification is to:**

Instil confidence in the conformance of the product, process or service

Meet a regulatory requirement

Ensure the supplier complies with all given requirements

Allow users and the public to blame someone if a non-conformance is found

**According to ISO/IEC 17065, the following are responsible for ensuring the conformance of the object of certification (product, process or service) to specified requirements:**

Scheme owners, applicants, purchasers.

CBs, scheme owners, regulators.

Applicants (Clients).

Applicants and regulators.

**The following are considered third party certification principles:**

Competence, transparency, responsibility.

Impartiality, competence, openness.

Confidentiality, competence, responsiveness to non-conformances.

Access to information, responsibility, review.

**From the product certification scheme table on page 10 of the Course Handbook, a product certification scheme must contain at least the following activities:**

Determination, attestation, licensing.

Determination, review, attestation.

Selection, attestation, surveillance.

Attestation, licensing, surveillance.

**Simple identification of more than one relationship between parties is sufficient to declare the existence of a conflict of interest:**

Yes.

No.

Only if an examination of the relationships concludes that any one of the relationships can influence decisions in the other.

It is not important if the applicant’s decisions are influenced by the CB. In fact, that is a good thing.

**Certifications shall be:**

Impartial to the degree necessary to conform to scheme requirements.

Appropriate to the needs of the consumer.

Impartial.

Conformant to the specifications of the applicant.

**Top management of the CB shall be committed to:**

Good governance.

Impartiality.

Financial stability.

Customer service.

**Access to the certification process shall not be conditional upon the size of the client or membership of any association or group, nor shall certification be conditional upon the number of certifications already issued. There shall not be undue:**

Scheme conditions.

Conformance conditions.

Regulatory conditions.

Financial or other conditions.

**The CB’s mechanism for safeguarding impartiality shall:**

Ensure the policies and principles relating to the impartiality of its certification activities conform to scheme requirements.

Provide input on matters affecting impartiality and confidence in certification.

Prevent any tendency on the part of a CB to allow commercial or other considerations to prevent the consistent impartial provision of certification activities.

Be formally documented within the scheme requirements.

**Although every interest cannot be represented in the mechanism, a CB shall identify and invite significantly interested parties which can include:**

Clients of the CB, investors, and manufacturers.

Customers of clients, suppliers, and users.

Conformity assessment experts, legal experts, and representatives of industry trade associations.

Representatives of non-governmental organisations, concerned international agencies, and consumer organisations.

**The difference between “inspection” and “certification” is:**

Inspection makes use of professional judgment; Certification does not.

Certification makes use of professional judgment; Inspection does not.

Inspection may make use of testing results; Certification does not.

Certification may make use of testing and inspection results.

**Accredited CBs must have legally defensible contracts in place for:**

All persons involved in the certification process.

The agreement with the applicant.

The subcontractors involved in the evaluation processes.

All of the above.

**A CB that subcontracts testing work may only use:**

laboratories accredited to ISO/IEC 17025 by A2LA.

laboratories deemed competent by the CB.

laboratories accredited to ISO/IEC 17025 by any ILAC signatory.

all of the above.

**With regard to “traceability of measurement”:**

ISO/IEC 17065 defers to the GUM (JCGM 100:2008).

ISO/IEC 17065 is silent on the issue.

Traceability of measurement is not required in certification.

All tests must be traceable.

**The evaluation process requirements given in ISO/IEC 17065 are methods of:**

Establishing if products, processes and services conform to certification criteria.

Reducing audit and testing time.

Recording the particulars of a sample of the product from reception to issuance of the report in order to allow an audit of its progress through the process.

Recording client acceptance of certification decisions.

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

employed by the CB.

independent of the evaluation.

independent of the technical review.

independent of the “impartiality safeguarding mechanism”.

**Certification scheme changes must be communicated to the applicant (supplier):**

As soon as practicable.

In writing.

Through a lawyer.

ISO/IEC 17065 has no requirement other than to require the CB to have the applicants apply them to the object of certification.

**Surveillance, following certification, is established if:**

Required by the certification scheme.

A certification mark has been authorised for use directly on a product (or packaging).

A non-governmental organisation declares the necessity for it.

A complaint is received by the applicant concerning conformance to requirements of the product, process or service.

**Changes in the object of certification that may impact their conformance to certification requirements:**

Are announced to the public as soon as practicable.

Must be approved by the scheme owner before being implemented

Will result in CB review to determine the need for re-evaluation.

Must cause certified products to be recalled until they are re-certified.

**Substantiated non-conformance with certification requirements of a certified product, process or service, may lead to which of the following:**

Increased surveillance or other changes of certification requirements.

Reduction of scope to remove non-conforming variants.

Suspension pending remedial action.

Any or all of the above.

**A management representative is a staff member who has responsibility for the CB system, its implementation and who, in this capacity:**

approves internal audit schedules.

arranges for the training of auditors.

sets quality objectives.

reports directly to top management.

**What is the definition of a complaint?**

an expression of dissatisfaction from a scheme owner.

an angry phone call from someone who is not going to do business with the CB ever again.

any written expression of dissatisfaction concerning any aspect of the operations of the CB.

all of the above.

**What is the definition of an appeal?**

an expression of dissatisfaction from a scheme owner.

an angry phone call from someone who is not going to do business with the CB ever again.

a written request for a conformity assessment body to reconsider a decision it has made relating to its conformity assessment work.

all of the above.

**ISO/IEC 17065 requires CBs to**

undertake corrective action for all complaints.

acknowledge all complaints.

respond to all complaints.

put all complaints on the agenda for management review.

**Management review, according to ISO/IEC 17065, requires examination of how many different issues/items:**

2

8

11

does not say