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INTERNATIONAL  
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## Management System Discussion

1. Examine the standard and be prepared to go through it to determine the correct responses to the following questions.
2. We will ballot by group and either establish consensus or use the majority to select the group answer.
3. Clapping indicates a correctly answered question.
4. The Buzzer indicates an incorrect answer.
5. Answering correctly advances you to the next question.
6. A buzzer indicates an incorrectly answered question.

Press Continue to start the group quiz.

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## ISO/IEC 17065 Quiz

### Clause 8

The common management system elements in 17065 are very similar to those contained in 17025 and 17020.

- A. True
- B. False

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## ISO/IEC 17065 Quiz

### Clause 8.1

Conformance to the Option B requirements means that the certification body meets **ALL** the requirements of 17065.

- A. [True](#)
- B. [False](#)

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## ISO/IEC 17065 Quiz

### Clause 7.13

Upon receipt of a complaint or appeal, the CB shall confirm whether the complaint or appeal relates to certification activities for which it is responsible and, if so, only then shall the complaint be addressed.

- A. [True](#)
- B. [False](#)

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## ISO/IEC 17065 Quiz

### Clause 7.13

No person employed by an applicant within the previous two years, may be used by the CB to review or approve the resolution of a complaint or appeal for that client.

- A. [True](#)
- B. [False](#)

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## ISO/IEC 17065 Quiz

### Clause 8

Continual improvement in any quality system involves the identification of issues, potential issues, and opportunities for improvement from all sources, determination of their impact and their resolution.

- A. [True](#)
- B. [False](#)

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## ISO/IEC 17065 Quiz

### Clause 8.6

Internal audits **should** be performed at least once every 12 months.

- A. [True](#)
- B. [False](#)

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## ISO/IEC 17065 Quiz

### Clause 8.5

The input to the management review shall include information related to the fulfillment of objectives.

- A. [True](#)
- B. [False](#)

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## ISO/IEC 17065 Quiz

### Clause 8.5

The outputs from the management review shall include decisions and actions related to the fulfillment of objectives.

- A. [True](#)
- B. [False](#)

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## Well done!!

We have completed the examination of the management system requirements within ISO/IEC 17065.

Continue

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## Discussion Questions

Please proceed to the assigned area and take 20 minutes to provide suitable response to the discussion questions in this Chapter. We will reconvene and discuss all group results at that time.

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