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.

The principle reason for inspection 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 17020, the following are responsible for ensuring the conformance of the object of inspection (product, process or service) to specified requirements:

Regulators, applicants, purchasers.

IBs, scheme owners, regulators.

Applicants (Clients).

Applicants and regulators.

The following are considered conformity assessment principles:

Competence, transparency, responsibility.

Impartiality, competence, openness.

Confidentiality, competence, responsiveness to non-conformances.

Access to information, responsibility, review.

From the inspection process diagram table on page 10 of the Course Handbook, an inspection program contains at least the following activities:

Planning, inspection, declaration

Planning, inspection, decision

Inspection, selection, 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 IB. In fact, that is a good thing.

Inspections 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 IB shall be committed to:

Good governance

Impartiality

Financial stability

Customer service

Type A inspection bodies shall not be linked to a separate legal entity engaged in the:

Design or installation of the items inspected by common ownership

Manufacture or supply of the items inspected by common ownership

Purchase or ownership of the items inspected by common ownership

All of the above

The IB shall:

Ensure the policies and principles relating to the impartiality of its inspection activities conform to applicant requirements

Be independent to the extent that is required to ensure impartiality

Describe all tendencies to allow commercial or other considerations to affect the consistent impartial provision of inspection activities.

Have lawyers on staff to ensure impartiality

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.

No.

Yes

Only for those employees working in the IB.

Only for those employees working for subcontractors.

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 IBs must have legally defensible contracts in place for:

All persons involved in the inspection process

All inspections

The subcontractors involved in the inspection processes

All inspections except when it provides inspection to its own company.

An IB that subcontracts testing work may only use:

laboratories accredited to ISO/IEC 17025 by A2LA

laboratories deemed competent by the IB

laboratories accredited to ISO/IEC 17025 by any ILAC signatory

any of the above.

With regard to “traceability of measurement”:

ISO/IEC 17020 defers to the GUM (JCGM 100:2008)

ISO/IEC 17020 provides no specifics – only a requirement for traceability

Traceability of measurement is not required in inspection

All tests must be traceable

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

Establishing if products, processes and services conform to specified criteria

Reducing audit and testing time

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

Recording client acceptance of inspection decisions.

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:

employed by the IB

with satisfactory knowledge of the requirements

independent of the testing results

independent of the subcontractor

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

Notification of failure to meet specified requirements.

Removal of the non-conforming variants.

Suspension of the inspection activity until the applicant resolves the issues.

Any or all of the above

What is the definition of a complaint?

an expression of dissatisfaction from a regulator

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

any written expression of dissatisfaction concerning any aspect of the operations of the IB

all of the above

What is the definition of an appeal?

an expression of dissatisfaction from a regulator

an angry phone call from someone who is not going to do business with the IB 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

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

2

8

10

does not say