



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

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

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

Score: \_\_\_\_\_ /25

## QUIZ – UNDERSTANDING ISO/IEC 17011

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

1. **The principle reason for accreditation is to:**
  - a. Instil confidence in the conformance of a product, process or service
  - b. Meet a regulatory requirement
  - c. Recognise the competence of a conformity assessment body
  - d. Allow users and the public to blame someone if a non-conformance is found
2. **According to ISO/IEC 17011, the following are responsible for ensuring the conformant operation of the conformity assessment body to specified requirements:**
  - a. Scheme owners, applicants, purchasers.
  - b. CBs, scheme owners, regulators.
  - c. Applicant CABs (clients).
  - d. Applicants and regulators.
3. **The following are considered components of conformant CAB operation:**
  - a. Competence, transparency, responsibility.
  - b. Impartiality, confidentiality, competence.
  - c. Confidentiality, competence, responsiveness to non-conformances.
  - d. Access to information, responsibility, review.
4. **For a new accreditation scheme, an accreditation body must consider the following risks before proceeding with its development:**
  - a. Sufficient competence in assessors.
  - b. Impartiality.
  - c. Transparency.
  - d. Confidentiality.
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 ABs decisions are influenced by a related body. In fact, that is a good thing.

**6. Accreditation shall be:**

- a. Impartial to the degree necessary to conform to accreditation 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 AB shall be committed to:**

- a. Good governance.
- b. Impartiality.
- c. Financial stability.
- d. Customer service.

**8. Access to the accreditation shall not be conditional upon the size of the client or membership of any association or group, nor shall accreditation be conditional upon the number of accreditations already issued to a previous client. There shall not be undue:**

- a. Scheme conditions.
- b. Conformance conditions.
- c. Regulatory conditions.
- d. Financial or other conditions.

**9. The AB's mechanism for reviewing and mitigating risk shall normally include:**

- a. Ensure the policies and principles relating to the impartiality of its accreditation activities conform to 17065.
- b. Review matters affecting impartiality and confidence.
- c. Prevent any tendency to allow commercial or other considerations to prevent the consistent impartial provision of accreditations.
- d. Review any residual risk to determine if it is within the level of acceptable risk.

**10. Although every interest cannot be represented in the approach taken to safeguard impartiality, an AB shall identify and invite interested parties which can include:**

- a. Clients of the AB, investors, and regulators.
- b. Customers of CABs, suppliers, and users.
- c. Conformity assessment experts, legal experts, and representatives of industry trade associations.
- d. Representatives of non-governmental organisations, concerned international agencies, and consumer organisations.

**11. The difference between "accreditation" and "certification" is:**

- a. Accreditation seeks demonstration of conformance; certification seeks demonstration of competence.
- b. Certification makes use of professional judgment; Accreditation does not.
- c. Accreditation seeks demonstration of competence; certification seeks demonstration of conformance.
- d. Accreditation requires use of proficiency testing and ILC results.



**International Accreditation Service, Inc.**

3060 Saturn Street, Suite 100

Brea, CA 92821 USA

t: 562.699.4522

t: 866.427.4422

t: 562.699.8031

[www.iasonline.org](http://www.iasonline.org)

**12. ABs must have legally defensible contracts in place for:**

- a. All persons involved in the accreditation process.
- b. The agreement with the applicant CAB.
- c. The subcontractors involved in assessment processes.
- d. All of the above.

**13. An AB that subcontracts assessment work may use:**

- a. Other ABs signatory to ILAC and IAF.
- b. National level NMI labs for the assessment of calibration labs.
- c. Other agencies from other government departments involved in assessments.
- d. All of the above.

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

- a. ISO/IEC 17011 defers to the GUM (JCGM 100:2008).
- b. ISO/IEC 17011 is silent on the issue.
- c. Traceability of measurement is not required in accreditation.
- d. All inspection body results must be traceable to the SI or other intrinsic standard.

**15. The assessment process requirements given in ISO/IEC 17011 are methods of:**

- a. Establishing if conformity assessment processes demonstrate competence of the CAB and its people.
- b. Reducing assessment time.
- c. Recording the particulars of an assessment from the opening meeting to issuance of the assessment report in order to facilitate the CAB through the process.
- d. Recording client acceptance of assessment decisions.

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

- a. Employed by the AB.
- b. Independent of the assessment.
- c. Competent in the processes of accreditation.
- d. All of the above.

**17. Accreditation scheme changes must be communicated to the applicant CAB:**

- a. As soon as practicable.
- b. In writing.
- c. Through a lawyer.
- d. ISO/IEC 17011 has no time requirement other than to require the AB to notify CABs and then confirm that changes have been applied.



**18. Continuing reassessment activity, following accreditation, is established:**

- a. If required by the accreditation scheme.
- b. Always
- c. If a regulatory agency declares the necessity for it.
- d. Through periodic review of CAB documentation.

**19. Changes in the CAB that may impact their conformance to accreditation requirements:**

- a. Are announced to the AB as soon as practicable.
- b. Must be approved by the AB before being implemented.
- c. Will result in AB review to determine the need for re-assessment.
- d. Must cause items to be removed from the scope until re-assessed.

**20. Substantiated non-conformance with accreditation requirements by a CAB, may lead to which of the following:**

- a. Increased surveillance or other changes of accreditation requirements.
- b. Reduction of scope to remove non-conforming conditions.
- c. Suspension pending remedial action.
- d. Any or all of the above.

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

- a. Approves internal audit schedules.
- b. Arranges for the training of auditors.
- c. Sets quality objectives.
- d. Reports directly to top management.

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

- a. An expression of dissatisfaction from a scheme owner.
- b. An angry phone call from someone who is not going to do business with the AB ever again.
- c. Any written expression of dissatisfaction concerning any aspect of the operations of the AB.
- d. All of the above.

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

- a. An expression of dissatisfaction from a scheme owner.
- b. An angry phone call from someone who is not going to do business with the AB ever again.
- c. A written request for an AB to reconsider a decision it has made relating to its accreditation work.
- d. All of the above.



**24. ISO/IEC 17011 requires ABs to**

- a. Undertake corrective action for all complaints.
- b. Acknowledge all complaints.
- c. Respond to all complaints.
- d. Put all complaints on the agenda for management review.

**25. Management review, according to ISO/IEC 17011, requires consideration of how many different issues/items:**

- a. 14
- b. 4
- c. 18
- d. does not say