Passing score = 80%  [Answers in RED]
Select the correct answer.

1. T F The goal of root cause analysis is to prevent recurrence of a nonconformance.  
   (Answer: T)

2. T F Root cause analysis takes place immediately after a nonconformance is identified, before any corrections or corrective actions take place. (Answer: F)

3. T F Sometimes “why” is not the best starting question for a root cause investigation. (Answer: T)

4. T F The root cause is often the first reason that comes to mind. (Answer: F)

5. T F The correction is what you do to address one instance of a nonconformance. The corrective action is what you do to address the root cause of a nonconformance. (Answer: T)

6. T F You are not required to monitor a corrective action for effectiveness. (Answer: F)

7. T F Preventive actions do not require monitoring for effectiveness. (Answer: F)

8. T F Preventive action is a pro-active process. (Answer: T)

9. When is root cause analysis required? (Answer: D)
   A. To address nonconformances identified through audits
   B. When a customer is dissatisfied
   C. For failing proficiency test reports
   D. A and C

10. Who should work on a root cause analysis? (Answer: C)
    A. Only area supervisor(s)
    B. Only the supervisor and the Quality Manager
    C. The people who are closes to the work on a daily basis
    D. Only the person who identified a nonconformity

11. When performing a root cause investigation, which of the following should you work hard to avoid? (Answer: D)
    A. Determining what process was not adequate and why
    B. Assigning the personal blame
    C. Assuming the first reason that comes to mind is the ultimate root cause
    D. B and C

12. An appropriate corrective action is: (Answer: D)
    A. The action you think is most likely to eliminate the problem
    B. The action you think is most likely to prevent the problem from recurring
    C. Appropriate to the magnitude and risk of the problem
    D. A, B and C
13. The goal(s) of a preventive action is/are: (Answer: A)
   A. Improve the quality management system
   B. Improve employee performance review
   C. Keep track of nonconformances
   D. Determining the magnitude and risk of a problem

14. Which of the following can be a source of identifying a preventive action? (Answer: D)
   A. Proficiency tests
   B. Observations during normal work
   C. Employee suggestions for improvement
   D. A, B and C

15. Once a preventive action has been identified, what are the appropriate next steps? (Answer: C)
   A. Simply complete the action and notify the supervisor
   B. Perform a root cause investigation and notify the Quality Manager
   C. Specify the needed action, assign responsibility, and implement the action
   D. Notify your laboratory management