Customer Service and Handling Complaints

Quiz-Answer Key

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

1. T F Feedback does not need to be sought.  (Answer: F)
2. T F The person who receives the complaint should document it.  (Answer: T)
3. T F You don’t have to respond to complaints.  (Answer: F)
4. T F The “5 Whys” is a tool for performing root cause analysis.  (Answer: T)
5. T F Customer requirements and/or incorrect sample collection may be a potential cause of a problem.  (Answer: T)
6. T F There may be more than one root cause of a problem.  (Answer: T)
7. T F In the example, the root cause of the water leaking on the floor was “the freezer was held open too long.”  (Answer: F)

8. Of the following what best describes “empathizing” with the customer?:  (Answer: A)
   A. Being a sympathetic listener  
   B. Treating them as troublemakers  
   C. Ignoring what they say  
   D. Hang up when they insult you

9. Which is the best way to seek customer feedback?:  (Answer: A)
   A. Talk to customers  
   B. Wait for a complaint and then respond  
   C. Passive feedback  
   D. All of the choices

10. Pick the best answer(s).  Customer Service skills include  (Answer: D)
   A. Smiling when you talk on the phone  
   B. Being polite and helpful  
   C. Returning all calls  
   D. A, B & C

11. The laboratory needs a policy and procedure for customer complaints to:  (Answer: D)
   A. Know who should document the complaint.  
   B. Record management’s reactions to complaints.  
   C. Neither A nor B  
   D. A and B

12. The Quality Management System documents include  (Answer: A)
   A. Quality policies  
   B. Articles on ISO Guidelines  
   C. Employee resumes  
   D. All of the choices

13. Match the correct term and definition:
   A. Define _B_ Why did something happen (what was the cause)?
   B. Analyze _A_ “What, when, where, how” did something happen?
   C. Improve _C_ What will be done about this?

14. Match the correct term and definition:
   A. Correction  
   B. Corrective Action  
   _B_ Establishes root cause and action prevents reoccurrence  
   _A_ The immediate fix to a problem