Personnel Requirements, Ethics and Continuous Improvement

Quiz

Passing score = 80%
Select the correct answer.

1. **T**  F  The roles and responsibilities of the Technical Manager and the Quality Manager are defined in the quality manual per ISO/IEC 17025.

2. **T**  F  The employee formulates the goals as it relates to education, training, and skills of the laboratory employee.

3. **T**  F  Temporary employees can have an exception to the personnel requirements under ISO/IEC 17025, section 5.2 since they are only working for a short time period.

4. **T**  F  The laboratory should have a policy in place addressing the laboratory’s position on ethics, integrity, and code of conduct.

5. **T**  F  Employees can be trusted to do the right thing, so there is no need to have ethics training.

6. **T**  F  Continuous improvement is a requirement of ISO/IEC 17025.

7. Which operations do the Technical Manager has the overall responsibility for to ensure the required quality of laboratory operations?
   - A. quality
   - B. technical
   - C. Both A and B
   - D. Neither A nor B

8. In ISO/IEC 17025, clause 5.2.4, the laboratory shall maintain __________ for managerial, technical and key support personnel involved in tests.
   - A. current job descriptions
   - B. No specific documents; since the job is ever-changing, nothing formal is required
   - C. a calendar
   - D. A, B & C

9. Ethics policies should include the laboratory’s position on:
   - A. ethics
   - B. integrity
   - C. code of conduct
   - D. A, B & C

10. A Quality Culture can only be obtained when staff:
    - A. focus on the customer
    - B. continually improve
    - C. lead by example
    - D. A, B & C

11. An ethics program should include:
    - A. verbal ethics agreements
    - B. examples of improper practices and data manipulations
    - C. no training, because a policy is enough to ensure ethical behavior
    - D. All of the choices