MCT (multiple choice test)

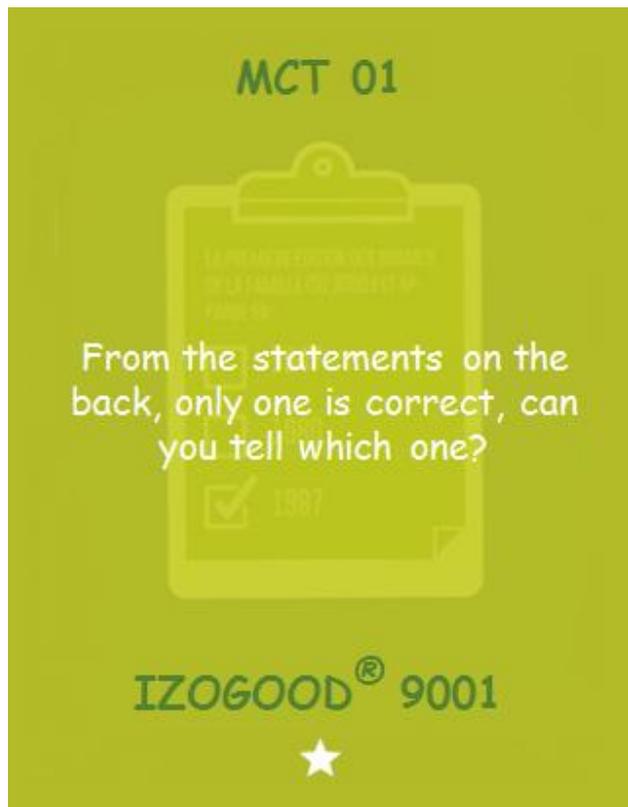**MCT 01 Only one of the following statements is correct. Can you name which one?**
1. A product can be certified ISO 9001
2. A service can be certified ISO 9001
3. The management system of an organization can be certified ISO 9001
4. Any organization with more than 100 people shall be ISO 9001 certified

§ 0.1 ⭐

A product is certified from a technical point of view according to a reference system, such as CE 023 for a medical device, for example. A service, in the sense of service delivery, cannot be ISO certified. Only the management system of an organization can be certified ISO 9001. Certification is voluntary for any organization, whatever the size

MCT 02 In the 7 principles of quality management, we can find:
1. Quality approach
2. Engagement of people
3. Quality policy
4. Risk-based thinking

§ 0.2 ⭐⭐

The quality approach is a broader concept than a principle. The policy builds on the 7 principles and provides a framework for setting objectives. Risk-based thinking enters into ISO 9001 v 2015 but not in the 7 principles of quality management

MCT 03 In the Deming cycle, the A stands for:
1. Analyze data
2. Act
3. Bring support
4. Adapt

§ 0.3 ★★
In the DEMING cycle, the data analysis is in the C (Check), the support is in the D (Do); Act or Adapt corresponds to step A

MCT 04 What does the standard ISO 9001 determines for a quality management system?
1. The requirements
2. The fundamentals
3. The guidelines for auditing
4. The requirements for the automotive industry

§ 0.4 ★★
The fundamentals and vocabulary are described in ISO 9000; the guidelines for auditing management systems are in ISO 19011. IATF 16949 defines the requirements for quality management systems applicable to production and service part organizations in the automotive industry

MCT 05 Understanding the context of the organization is mainly to:
1. Implement actions to address threats and opportunities
2. Take into account the strategic direction of the organization
3. Determine external issues
4. Determine internal issues
5. Review issues periodically

§ 4.1 ★★
Implement actions to address risks is an effect following the understanding of the context, cf. § 6.1. Take into account the strategic direction, determine and analyze the issues are the appropriate actions