



### 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 (even if the boss has no opinion), 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 version 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. Improve
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*