**Quiz #1 ISO 56002 Context**

The organization should regularly review their external context and identify conditions related to the:

1. economic, market, social, cultural, scientific, technological, legal, political and environmental aspects
2. your organization’s geographic scope, whether international, national, regional, or local
3. likelihood and impact of trends
4. potential opportunities and threats, also those that might result from disruptions
5. None of the above – our external context will not affect us

The organization should regularly review their internal conditions and identify situations related to the:

1. existing management practices, organizational structures and use of other management systems such as Quality, Environmental, Health and Safety, etc..
2. the pay scale of all employees and the gap between upper management and front line workers
3. overall performance of the organization and its innovation performance
4. the uniqueness of its people, knowledge, skills, technologies, intellectual property, ecosystems, branding, partnerships, infrastructure, etc.
5. cultural aspects such as values, attitudes, and commitment at all levels of the organization

The needs and expectations of interested parties can be related to:

1. stated or unstated needs and expectations
2. different degrees of novelty and change, from incremental to radical
3. the enhancement or replacement of current offerings
4. existing markets or the creation of new markets
5. the organization itself or to its value chain, network, or ecosystem

**Answers**

The organization should regularly review their external context and identify conditions related to the:

Answer: 1, 2, 3, 4

The organization should regularly review their internal conditions and identify situations related to the:

Answer: 1, 3, 4, 5

The needs and expectations of interested parties can be related to:

Answer: 1, 2, 3, 4, 5

**Quiz #2 ISO 56002 Context**

When determining this scope, the organization should consider:

1. the external and internal issues and areas of opportunity referred to in the previous questions (Questions 1 & 2)
2. the relevant needs, expectations and requirements of interested parties referred to in the previous Question 3
3. offerings, processes, structures, functions
4. partners, collaborations, geographical, and time coverage, that are within the scope
5. None of the above – the scope changes daily

To promote ‘innovation’, the organization should try to develop a work environment that includes:

1. openness, curiosity, and user focus
2. cash rewards for innovative ideas based on how much new revenue the innovation creates
3. encouraging feedback and suggestions
4. encouraging risk-taking and learning from failure while keeping people engaged
5. diversity, respect, and inclusiveness of different people, disciplines, and perspectives in innovation activities

**Answers**

When determining this scope, the organization should consider:

Answer: 1, 2, 3, 4

To promote ‘innovation’, the organization should try to develop a work environment that includes:

Answer: 1, 3, 4, 5

**Quiz #3: ISO 56002 Leadership**

Top management should demonstrate leadership and commitment with respect to the innovation management system by:

1. fostering a culture supporting innovation activities
2. ensuring the adoption and integration of the organization's innovation management system requirements into the organization's existing structures and business processes
3. keeping an eye on everyone’s behaviour and installing software to monitor their keystrokes
4. ensuring the use of the organization's innovation management system requirements in the way the organization does its business
5. encouraging and recognizing innovators to demonstrate good practices, ensure engagement, and facilitate learning from both successes and failures

Top management should demonstrate leadership and commitment with respect to value realization by:

1. ignoring the risks and costs and try as many ideas as possible – something will likely work
2. considering the balance between opportunities and risks, including the consequences of lost opportunities
3. allowing for conceptualization, experimentation, and prototyping
4. promoting perseverance and ensuring the timely deployment of innovations
5. All of the above

Top management should establish, implement, and maintain an innovation strategy, or several innovation strategies, if appropriate, and ensure that it:

1. describes why innovation activities are important for the organization
2. is flexible and adaptable, and allowed to change or emerge as a result of feedback and performance of innovation activities
3. is communicated to, and understood by, relevant interested parties
4. is maintained as documented information
5. includes descriptions of the innovation vision, policy and objectives

**Answers**

Top management should demonstrate leadership and commitment with respect to the innovation management system by:

Answer: 1, 2, 4, 5

Top management should demonstrate leadership and commitment with respect to value realization by:

Answer: 2, 3, 4

Top management should establish, implement, and maintain an innovation strategy, or several innovation strategies, if appropriate, and ensure that it:

Answer: 1, 2, 3, 4, 5

**Quiz #4: ISO 56002 Leadership**

The innovation policy should:

1. describe the organization’s commitment to innovation activities
2. be appropriate to the purpose and context of the organization
3. provide a framework for setting innovation strategy and objectives
4. include a commitment to satisfy applicable requirements and to consider ethical and sustainability aspects
5. include a commitment to continual improvement of the innovation management system

The innovation policy should be:

1. available as documented information
2. communicated, understood, and applied, within the organization
3. available to relevant interested parties, as appropriate
4. None of the above – nothing related to innovation should be ‘formalized’

Top management should specifically assign the responsibility and authority for:

1. ensuring that the innovation management system meets ISO 56002 guidance
2. reporting to top management on the performance of the innovation management system and on opportunities for improvement
3. ensuring that the integrity of the innovation management system is maintained when any changes take place
4. ‘policing’ the processes to make sure everyone is following their procedures whether the procedures work or not
5. All of the above

**Answers**

The innovation policy should:

Answer: 1, 2, 3, 4, 5

The innovation policy should be:

Answer: 1, 2, 3

Top management should specifically assign the responsibility and authority for:

Answer: 1, 2, 3

**Quiz #5: ISO 56002 Planning**

When planning for the innovation management system, the organization should identify the opportunities and risks that need to be addressed to:

1. make sure that the innovation management system can achieve its intended outcomes
2. enhance desired effects
3. prevent, or reduce, undesired effects
4. compare the effects of acceptance of risk against those of preventing risks
5. achieve continual improvement

The innovation objectives should:

1. and aim for the innovation vision
2. be consistent across functions and levels of the organization
3. be measurable where possible or verifiable
4. be communicated and understood
5. be updated as appropriate

When planning how to achieve its innovation objectives, the organization should determine:

1. who will be responsible
2. how people can rig the numbers to make it look better than it really is
3. when it will be completed, in terms of planning targets and relevant milestones
4. how the results will be evaluated, including the use of innovation performance indicators
5. how the results will be protected (e.g. patents or copyrights, etc.), if applicable, and used

**Answers**

When planning for the innovation management system, the organization should identify the opportunities and risks that need to be addressed to:

Answer: 1, 2, 3, 4, 5

The innovation objectives should:

Answer: 1, 2, 3, 4, 5

When planning how to achieve its innovation objectives, the organization should determine:

Answer: 1, 3, 4, 5

**Quiz #6: ISO 56002 Planning**

As far as organizational structures are designed, To Management should:

1. make sure that the organizational structures (org charts, position descriptions, etc.) are relevant and adaptable to get the right outcomes
2. consider how creativity and exploration on the one hand and deployment and efficiency on the other hand, can co-exist or be integrated within the organization
3. consider establishing dedicated organizational structures if innovations are expected to be disruptive or radical
4. consider if specific support, including resources, needs to be exclusively available for innovation activities
5. forget the structure – it will only inhibit innovation

The organization should establish, manage, regularly evaluate the portfolio(s) of innovation projects to make sure that…

1. the innovation portfolio aligns with, and contributes to, the innovation strategy and objectives
2. there is consistency between initiatives within the innovation portfolios
3. re-use and optimization of resources, technologies, platforms and processes is considered and achieved
4. they strive for appropriate balance of risk versus return, degrees of novelty, types of innovations
5. there is communication of the overall progress and achievements to top management and relevant interested parties

When innovation portfolios are being managed, the organization can consider a combination of innovation initiatives related to the optimization or adjacent extension of current offerings as well as new solutions for new users, customers and other interested parties, e.g. new markets.

**Answers**

As far as organizational structures are designed, To Management should:

Answer: 1, 2, 3, 4

The organization should establish, manage, regularly evaluate the portfolio(s) of innovation projects to make sure that…

Answer: 1, 2, 3, 4, 5

When innovation portfolios are being managed, the organization can consider a combination of innovation initiatives related to the optimization or adjacent extension of current offerings as well as new solutions for new users, customers and other interested parties, e.g. new markets.

Answer: true

**Quiz #7: ISO 56002 Innovation Management**

When putting together the resources needed for an innovation project, the organization should think about:

1. a proactive, transparent, flexible, and adaptable approach for providing resources
2. what needs to be obtained from external providers, e.g. by outsourcing or partnering
3. the capabilities of existing internal support (time, expertise, creative outlook, etc.)
4. securing resources for innovation activities separated from other activities
5. internal and external collaboration, e.g. sharing or re-use, to optimize the use of resources

When it comes to how many and what kind of people are needed for implementation projects, the organization should consider:

1. the need to attract, recruit, and retain people
2. forming teams with a diversity and mix of people
3. establishing appropriate incentives, including non-financial incentives, e.g. rewards and recognition
4. protecting innovators from criticism given the potential higher degree of risk of innovation activities
5. Just hire the most expensive engineers and ‘Innovation consultants’ you can find a cross your fingers

As far as Competence goes, the organization should:

1. determine the necessary competence of persons doing work under its control that affects the performance, effectiveness, and efficiency of the innovation management system
2. cross your fingers and hope everyone know what they’re doing
3. establish an inventory of existing competencies of the organization and identify gaps
4. take actions to acquire and continuously evaluate, improve, and renew the necessary competence
5. establish the necessary connections and collaborations between people with different competencies to leverage the collective competence of the organization

The organization should ensure that all relevant persons doing work under the organization’s control (this includes consultants and other contractors) are aware of:

1. the innovation vision, strategy, policy, and objectives
2. the meaning and importance of innovation for the organization
3. their contribution to the effectiveness and efficiency of the innovation management system
4. the implications of not meeting the innovation management system guidance
5. all of the above

The organization should determine the internal and external communications relevant to the innovation management system, including:

1. on what it will communicate
2. why to communicate
3. how to communicate
4. when to communicate
5. what forms of social media to use – twitter, Facebook, Reddit or WhatsApp?

Communication can be done to:

1. create awareness
2. increase people engagement
3. prepare for action
4. intimidate people into creating better innovations
5. establish thought leadership

**Answers**

When putting together the resources needed for an innovation project, the organization should think about:

Answer: 1, 2, 3, 4, 5

When it comes to how many and what kind of people are needed for implementation projects, the organization should consider:

Answer: 1, 2, 3, 4

As far as Competence goes, the organization should:

Answer: 1, 3, 4, 5

The organization should ensure that all relevant persons doing work under the organization’s control (this includes consultants and other contractors) are aware of:

Answer: 5

The organization should determine the internal and external communications relevant to the innovation management system, including:

Answer: 1, 2, 3, 4

Communication can be done to:

Answer: 1, 2, 3, 5

**Quiz #8: ISO 56002 Innovation Management**

You’ll need documented information to keep track of innovation projects so you can assess the effectiveness of your approach. When creating and updating any documents, make sure you have appropriate:

1. identification and description
2. proper approvals by the right authority (a minimum of 5 approvals is required)
3. format (language, software version, graphics, media, etc.)
4. access to any documentation that is helpful (people have the proper permissions) and also when it is needed
5. control of changes (version control)

When you determine, provide, and maintain the necessary tools and methods for developing, maintaining, and improving the innovation management system, it I helpful to consider:

1. selecting and providing a mix of appropriate tools and methods supporting innovation activities
2. how to find the cheapest supplies and consultants in all cases
3. creating awareness of, ensuring access to, and providing training for, the available tools and methods
4. sharing, re-use and collaboration in the use of tools and methods
5. different types of tools (descriptive, participative, analytical, etc.)

Some examples of tools and methods are back casting, ethnographic research, scenario planning, brainstorming, idea management, inclusive design, and business model templates.

**Answers**

You’ll need documented information to keep track of innovation projects so you can assess the effectiveness of your approach. When creating and updating any documents, make sure you have appropriate:

Answer: 1, 3, 4, 5

When you determine, provide, and maintain the necessary tools and methods for developing, maintaining, and improving the innovation management system, it I helpful to consider:

Answer: 1, 3, 4, 5

Some examples of tools and methods are back casting, ethnographic research, scenario planning, brainstorming, idea management, inclusive design, and business model templates.

Answer: true

**Quiz #9: ISO 56002 Innovation Management**

When you establish an approach for the management of strategic intelligence, you could consider:

1. the need to collaborate with relevant interested parties
2. different perspectives
3. the need to acquire intelligence from internal and external sources
4. the need for developing influencing activities to increase acceptance of innovations
5. none of the above – it’s impossible to manage strategic intelligence – we don’t even know what that is..

Strategic intelligence can include activities around the necessary data such as:

1. acquire the data
2. interpret, analyse, evaluate it
3. apply the data
4. deliver to, or share between, decision-makers and other relevant interested parties, the necessary data, information, and knowledge

Intellectual property resulting from, or used in, an innovation project needs to be protected. Things to consider are:

1. defining what intellectual property assets are to be protected
2. how to get value from intellectual property
3. establishing and maintaining an inventory of the organization's intellectual assets
4. the rationale for creating, protecting, and using intellectual property
5. monitoring the development and differences of relevant national legislations

**Answers**

When you establish an approach for the management of strategic intelligence, you could consider:

Answer: 1, 2, 3, 4

Strategic intelligence can include activities around the necessary data such as:

Answer: 1, 2, 3, 4

Intellectual property resulting from, or used in, an innovation project needs to be protected. Things to consider are:

Answer: 1, 2, 3, 4, 5

**Quiz #10: ISO 56002 Innovation Management**

In order to address innovation opportunities, meet requirements, and to implement the actions determined, an organization needs to:

1. establishing criteria for innovation initiatives and processes
2. have unlimited funds
3. implement control of the innovation initiatives and processes in accordance with the criteria
4. keep documented information to the extent necessary to have confidence that the innovation initiatives and processes have been carried out as planned
5. None of the above – we can’t implement the actions determined – we have to ‘go with the flow’

The organization should ensure that outsourced and collaborative innovation initiatives and processes are controlled.

An organization may implement each innovation initiative by using a single approach or a combination of different approaches, such as:

1. an internal approach in one unit or across several internal units
2. crowdsourcing across an organization, in a permanent or temporary arrangement
3. a collaborative approach such as partnerships, alliances, etc.
4. acquisition, full merger or partial investments
5. the approach can NEVER be re-considered during the processes

**Answers**

In order to address innovation opportunities, meet requirements, and to implement the actions determined, an organization needs to:

Answer: 1, 3, 4

The organization should ensure that outsourced and collaborative innovation initiatives and processes are controlled.

Answer: true

An organization may implement each innovation initiative by using a single approach or a combination of different approaches, such as:

Answer: 1, 2, 3, 4

**Quiz #11: ISO 56002 Innovation Management**

The innovation processes can be flexible and adaptable, and form different configurations, depending on, e.g. the types of innovations and the circumstances of the organization. They can:

1. form a fast track of selected processes
2. avoid any creative or experimental processes
3. have a non-linear sequence
4. be implemented within, or independently from, other processes in the organization
5. be connected to other processes in the organization

The innovation processes can interact and interrelate with other processes in the organization such as:

1. research
2. product development
3. sales
4. collaboration
5. intellectual property

‘Knowledge acquisition’ activities can result in these (and other) outputs:

1. understanding of the potential value to be realized and other potential impacts
2. publications that we can sell at a profit
3. identified and prioritized opportunities
4. areas of opportunity or problem statements
5. understanding intellectual property rights

**Answers**

The innovation processes can be flexible and adaptable, and form different configurations, depending on, e.g. the types of innovations and the circumstances of the organization. They can:

Answer: 1, 3, 4, 5

The innovation processes can interact and interrelate with other processes in the organization such as:

Answer: 1, 2, 3, 4, 5

‘Knowledge acquisition’ activities can result in these (and other) outputs:

Answer: 1, 3, 4, 5

**Quiz #12: ISO 56002 Innovation Management**

To create concepts the organization should consider identified and defined opportunities as inputs then use these inputs to:

1. generate new ideas from internal and external sources, using creative problem solving other methods
2. investigate and evaluate ideas with regard to degree of novelty, risk & sustainability
3. select the preferred ideas and potential solutions based on established criteria
4. develop concepts from ideas and potential solutions
5. develop alternatives for how value can be gained

To validate concepts, the organization should consider created concepts as inputs and…

1. start validation early with an initial version of the concept
2. consider one or more approaches to validation
3. address the concept, starting with the most critical uncertainties
4. adjust and improve the concept based on lessons learned
5. None of the above – this is too difficult. Hire an ‘Innovation’ consultant

The activities in the previous questions can result in the following outputs:

1. employee complaints about the disruptions
2. validated concepts or proof of concepts
3. management complaints about lower rates of productivity during the creation phase with no benefits
4. improved relationships with users, customers, partners, and other interested parties
5. new knowledge

**Answers**

To create concepts the organization should consider identified and defined opportunities as inputs then use these inputs to:

Answer: 1, 2, 3, 4, 5

To validate concepts, the organization should consider created concepts as inputs and…

Answer: 1, 2, 3, 4

The activities in the previous questions can result in the following outputs:

Answer: 2, 4, 5

**Quiz #13: ISO 56002 Innovation Management**

To develop solutions, the organization should consider validated concepts as inputs and should:

1. cross their fingers and hope for the best
2. develop the concept into a working solution
3. hire another consulting firm to develop more solutions
4. determine whether the solution can, and needs to, be protected
5. develop and establish the necessary deployment capabilities

The activities in Question 1 can result in the following outputs:

1. developed solutions with value realization models, including value propositions
2. plans with established activities, resources, relationships, and timing to implement (deploy) the program
3. solutions that look good on paper but would never work
4. fulfillment of implementation needs and requirements
5. a, b, and d

To implement (deploy) solutions, the organization should consider developed solutions as inputs and:

1. put it ‘out there’ but don’t tell anyone and see if anyone notices
2. make the solution available to users, customers, partners, and other interested parties, e.g. by launching, implementing, or delivering the solution
3. monitor adoption rates and feedback from users, customers, partners, and other interested parties
4. monitor the impact in terms of effectiveness or creating value
5. capture new knowledge from the deployment to improve solutions

**Answers**

To develop solutions, the organization should consider validated concepts as inputs and should:

Answer: 2, 4, 5

The activities in Question 1 can result in the following outputs:

Answer: 1, 2, 3, 4

To implement (deploy) solutions, the organization should consider developed solutions as inputs and:

Answer: 2, 3, 4, 5

**Quiz #14 ISO 56002 Performance Evaluation**

The set of innovation performance indicators, quantitative or qualitative, can include a balance of:

1. input-related indicators
2. throughput-related indicators
3. output-related indicators
4. All of the above
5. None of the above – innovation activities cannot be measured

To analyze and evaluate innovation performance and the effectiveness and efficiency of your Innovation Management System, you might consider:

1. the realization and redistribution of value in relation to the innovation objectives
2. the amount of cash bonuses given to upper management
3. the activities of the innovation management system and their interactions, including portfolios, support, initiatives, and processes
4. the number of non-conformances raised
5. None of the above – innovation cannot be evaluated like this

The results of the analysis can be used to evaluate:

1. the degree of leadership commitment
2. the effectiveness of actions taken to address opportunities and risks
3. the effectiveness of the innovation strategy
4. knowledge sharing and learnings from both successes and failures
5. the need for improvements of the innovation management system

**Answers**

The set of innovation performance indicators, quantitative or qualitative, can include a balance of:

Answer: 4

To analyze and evaluate innovation performance and the effectiveness and efficiency of your Innovation Management System, you might consider:

Answer: 1, 3

The results of the analysis can be used to evaluate:

Answer: 1, 2, 3, 4, 5

**Quiz #15 ISO 56002 Performance Evaluation**

The organization should conduct internal audits at planned intervals to provide the names of all employees who are not following procedures.

For internal audits, the organization should:

1. define the audit objectives, criteria, and scope for each audit
2. select auditors and conduct audits to ensure objectivity and the impartiality of the audit process
3. take appropriate correction and corrective actions without undue delay
4. perform follow-up activities, including the verification of the actions taken and reporting of the verification results
5. ensure that the results of the audits are reported to relevant management

The management review should include consideration of:

1. changes in external and internal issues that are relevant to the innovation management system
2. how well the innovation objectives have been met
3. knowledge sharing and learning from successes and failures
4. non conformities and corrective actions
5. results from monitoring and measurement activities

**Answers**

The organization should conduct internal audits at planned intervals to provide the names of all employees who are not following procedures.

Answer: false

For internal audits, the organization should:

Answer: 1, 2, 3, 4, 5

The management review should include consideration of:

Answer: 1, 2, 3, 4, 5

**Quiz #16 ISO 56002 Improvement**

The organization should consider actions and changes to:

1. maintain or enhance strengths in their Innovation Management System
2. address weaknesses and gaps in their Innovation Management System
3. correct, prevent, or reduce deviations and nonconformities
4. make sure that actions are implemented in a timely manner
5. ensure that actions and changes are communicated

When a deviation or a nonconformity occurs, the organization should:

1. find someone to blame
2. take action to control and correct it
3. deal with the consequences
4. evaluate the need for action to eliminate the cause (root cause analysis)
5. review the effectiveness of any corrective action taken

The organization should continually improve the suitability, adequacy, effectiveness, and efficiency of the innovation management system.

**Answers**

The organization should consider actions and changes to:

Answer: 1, 2, 3, 4, 5

When a deviation or a nonconformity occurs, the organization should:

Answer: 2, 3, 4, 5

The organization should continually improve the suitability, adequacy, effectiveness, and efficiency of the innovation management system.

Answer: true