**Quiz #1 ISO 9004 Clauses 3, 4 & 5**

Choose the relevant elements of determining Internal issues or conditions

1. Assessing size and complexity of the organization
2. Understanding the competence of personnel
3. Having a 'Risk Department'
4. Learning how activities and associated processes interact in the organization

How can knowing the needs and expectations of its 'Interested Parties' help an organization?

1. It will help them acquire and share knowledge
2. It will force them to create better documented procedures
3. It will improve communications
4. It will harmonize and optimize processes

What helps an organization determine its external issues or conditions?

1. Knowing relevant statutory and regulatory requirements
2. Better documented procedures
3. Being aware of the competition
4. Following innovations and advances in technology

Interested parties are a risk to your organization’s sustained success if their needs and expectations are not met

The 'quality of an organization' is...

1. The amount of assets they own
2. The number of customers they have
3. How well they meet customers' needs & expectations and interested parties' needs & expectations
4. Their ranking in their industry

**Answers**

Choose the relevant elements of determining Internal issues or conditions

Answer: 1, 2, 4

How can knowing the needs and expectations of its 'Interested Parties' help an organization?

Answer: 1, 2, 4

What helps an organization determine its external issues or conditions?

Answer: 1, 3, 4

Interested parties are a risk to your organization’s sustained success if their needs and expectations are not met

Answer: true

The 'quality of an organization' is...

Answer: 3

**Quiz #2 ISO 9004 Clauses 6, 7 &8**

Choose the things that can define an organization.

1. Identity
2. Context
3. Mission
4. Vision
5. Values

Choose the things that can can be included in an organization's 'culture'.

1. Beliefs
2. Ethics
3. Attitudes
4. Relative ranking in your industry

What are some ways Top Management can show good leadership and commitment?

1. Strict policing of adherence to procedures
2. Promoting the adoption of the mission, vision and values of the organization
3. Rewards for people who cut corners and save money
4. Encouraging involvement, engagement and commitment from employees

What are some ways an organization can deliver value?

1. Carry out business activities as a series of managed processes to satisfy customers
2. Maintain the highest share price possible at any cost
3. Charge penalties to customers who are slow payers
4. Manage processes proactively
5. Optimize the balance between the different purposes and specific objectives of the processes

When designing process and interactions, what could an organization consider?

1. The purpose of the process
2. The outputs of the process
3. Changes in operations, markets and technologies
4. Learning how to find risks
5. Constraints for the process

**Answers**

Choose the things that can define an organization.

Answer: 1, 2, 3, 4, 5

Choose the things that can can be included in an organization's 'culture'.

Answer: 1, 2, 3

What are some ways Top Management can show good leadership and commitment?

Answer: 2, 4

What are some ways an organization can deliver value?

Answer: 1, 4, 5

When designing process and interactions, what could an organization consider?

Answer: 1, 2, 3, 5

**Quiz #3 ISO 9004 Clauses 9, 10, & 11**

Examples of key resources are...

1. Information
2. People
3. Infrastructure - equipment, facilities & utilities
4. Technology
5. The right environment for producing goods and delivering services

A process to manage 'Competence of people' is critical because...

1. Employees will get paid more
2. Determining and matching competence will mean better productivity and more satisfied employees
3. A 'process' will help determine and improve competence better than 'just winging it'
4. Poor performers can be fired more easily with proof of incompetence
5. Lessons learned will be more valuable with a 'process' capturing them

What sources can help an organization evaluate its performance?

1. Performance indicators
2. Performance analysis
3. Performance evaluation
4. Internal audit
5. Management review

Why is 'Improvement' important?

1. It will enhance performance
2. It's not really important - making money is all that counts
3. It helps keep an organization ahead of its competition
4. 'Improvement' can help an organization anticipate needs of interested parties

In what order should we use performance indicators?

1. Create and review an inventory of all relevant processes; Select performance indicators and monitoring methods for key processes; Measure, analyze and evaluate performance; Improve processes
2. Select performance indicators and monitoring methods for key processes; Measure, analyze and evaluate performance; Create and review an inventory of all relevant processes; Improve processes
3. Improve processes; Create and review an inventory of all relevant processes; Measure, analyze and evaluate performance; Create and review an inventory of all relevant processes

**Answers**

Examples of key resources are...

Answer: 1, 2, 3, 4, 5

A process to manage 'Competence of people' is critical because...

Answer: 2, 3, 5

What sources can help an organization evaluate its performance?

Answer: 1, 2, 3, 4, 5

Why is 'Improvement' important?

Answer: 1, 3, 4

In what order should we use performance indicators?

Answer: 1