

ISO 9001 Practice Test Questions and Answers

1. What is the primary focus of ISO 9001 quality management standard?

- A) Environmental protection
- B) Customer satisfaction and continuous improvement
- C) Financial management
- D) Employee safety protocols

2. Which principle is central to ISO 9001 implementation?

- A) Maximum profit generation
- B) Plan-Do-Check-Act (PDCA) cycle
- C) Strict hierarchical management
- D) Cost reduction at all levels

3. What must organizations demonstrate for ISO 9001 certification?

- A) Highest revenue in their industry
- B) Consistent ability to provide products/services that meet requirements
- C) Largest market share
- D) Lowest prices compared to competitors

4. How often must ISO 9001 certification be renewed through surveillance audits?

- A) Every five years with annual surveillance
- B) Every three years with annual surveillance
- C) One-time permanent certification
- D) Every year with complete re-assessment

Answers: 1-B 2-B 3-B 4-B

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