



## **ISTO Test of Understanding, Level 2 - Professional ISO 9001:2015 Test Description**

### **1. What is an ISTO Test of Understanding?**

#### **1.1. General**

ISTO Tests of Understanding have been developed specifically for ISO management system standard (MSS) professionals. This includes middle and senior management personnel, responsible persons\*, internal auditors, third party certification body auditors, advisors and consultants.

Each Test of Understanding has three (3) outputs:

#### Certification

- a certificate of achievement for candidates who pass the test which recognizes the candidate's understanding of the respective standard at one (1) of three (3) levels (Practitioner, Professional, Expert)

#### Analytics

- an analytics report which measures the level of understanding in the eight (8) A C C U R A T E domains

#### Ranking

- a star diagram which provides a visual indication as to the candidate's strengths and development opportunities, as measured against the candidate population.



#### **Key Features**

- No prerequisites
- Multiple choice test
- Detailed syllabus
- Test preparation support
- Robust test development process by international experts
- Insightful data analytics on the eight (8) A C C U R A T E domains

*Employers of ISO management system standard (MSS) auditors/consultants/tutors would find the ISTO Test of Understanding certification a good benchmark in their selection process, as the ISTO Test adds value to the organisations' performance excellence and consistency. A course tutor with an ISTO Test of Understanding credential is able to offer learners a more accurate and comprehensive presentation of the standard.*

\* as defined under clause 5.3



## Key Benefits

<b><u>For Certification Bodies</u></b>	<b><u>For Employers</u></b>	<b><u>For Individuals</u></b>
<ul style="list-style-type: none"> <li>• Verify auditors possess a sound understanding of all areas of the Standard</li> <li>• Use ISTO certification to evidence accreditation requirements are met</li> <li>• Target training at those specific areas where an auditor's competence needs to be developed</li> </ul>	<ul style="list-style-type: none"> <li>• Upskill your employees</li> <li>• Ensure the competence of your auditors and staff</li> <li>• Demonstrate the result of training</li> <li>• Facilitate recruitment</li> <li>• Strengthen process control</li> <li>• Reduce non-value-adding processes and documented information</li> </ul>	<ul style="list-style-type: none"> <li>• Propel your career</li> <li>• Receive a globally recognized qualification</li> <li>• Stand out among your peers</li> <li>• Identify knowledge gaps using our exclusive, industry-leading analytics report</li> <li>• Rank yourself against the candidate population</li> </ul>

ISTO Tests focus not only on understanding the requirements of a standard but are also designed to ensure that those who pass the test have demonstrated a knowledge of the underlying management system principles, definitions, applicability, commonly held misconceptions and the Standard's practical implementation.

### 1.2. Structure of the Test of Understanding - Level 2 – Professional

All ISTO Tests are closed-book and online. They consist of multiple choice questions with four (4) possible options, of which only one (1) represents the 'best' response. Candidates are allowed to refer to an unmarked copy of the respective ISO standard which is the only permitted reference material during the test.

**Time allowed:** 180 min.      **No of questions:** 120      **Pass criteria:** 70%

<b>Section</b>	<b>No. of questions</b>	<b>Focused areas</b>
1	30	Principles and definitions, applicability, clause 4.3
2	30	Management system requirements based on clauses 4, 5, 6, 9 and 10 (except clause 4.3)
3	30	Operational requirements based on clauses 7 and 8
4	30	Six (6) scenarios with five (5) questions each focusing on the practical aspects of the requirements of the standard

Candidates who meet or exceed the Pass criteria at 70% will be awarded a Certificate of Achievement. All candidates will receive the **ACCURATE** analytics report indicating their level of understanding and relative ranking in each of the eight (8) domains in the star diagram.



### 1.3. A C C U R A T E Analytics

Based on ISTO's research, endorsed by the ISTO Technical Advisory Board, the level of comprehension of an ISO management system standard can be grouped into 8 domains of understanding. These form the acronym **A C C U R A T E**.

**Ac:** an Actual requirement in the standard related to documented information.

**Co:** Concept - the management principles on which the management system standard is based. This includes the sequence of activities as required in the standard.

**C:** the unique Clause reference of a specific requirement in the ISO management system standard

**U:** an Unspecified requirement in the standard (a requirement that does not exist).

**R:** a certain Requirement in the standard (i.e. the text of the requirement).

**A:** the Applicability of the standard. This includes the intent of a requirement, and the scope of the standard.

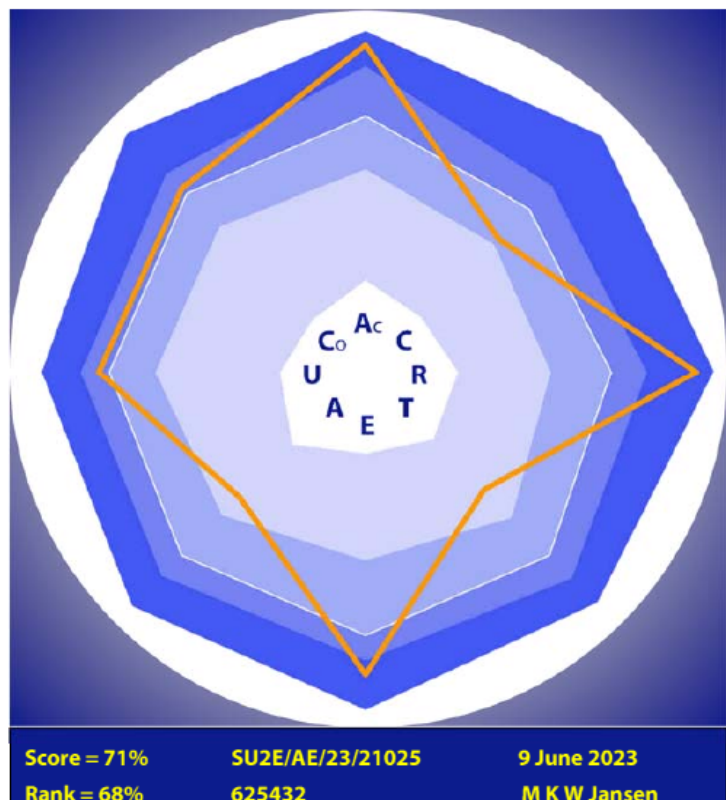
**T:** Terms and definitions used in the standard. Generally these are defined in Clause 3 of each ISO management system standard. In the case of ISO 9001 QMS, terms and definitions are defined in the ISO 9000 standard.

**E:** an Erroneous requirement in the standard related to documented information.

### A sample A C C U R A T E Analytics (Star Diagram)

#### ACCURATE Analytics

Domains (of Understanding)	Score, %
<b>Ac</b> (Actual documentation )	92%
<b>Co</b> (Concept and principles)	73%
<b>C</b> (Clause reference)	53%
<b>U</b> (Unspecified requirements)	75%
<b>R</b> (Requirements)	93%
<b>A</b> (Applicability)	50%
<b>T</b> (Terminologies)	47%
<b>E</b> (Erroneous doc. requirements)	85%
<b>Total =</b>	<b>71%</b>





### Sample questions (A C C U R A T E)

1. ISO 9001:2015 requires which of the following documented information be retained?
- A. requirements of the process environment
  - B. equipment maintenance records
  - C. review of requirements related to the product
  - D. all of the above

*(Question related to and actual requirement in documented information, **Ac**)*

2. Which of the following is not one of the seven Quality Management Principles?
- A. engagement of people
  - B. preventive approach
  - C. customer focus
  - D. none of the above (all of them are QMPs)

*(Question related to concept & principles, **Co**)*

3. The requirement to ensure that internal auditors are competent is given in:
- A. clause 9.2.1
  - B. clause 9.2.2
  - C. clause 7.2.b
  - D. none of the above

*(Question related to clauses, **C**)*

4. Which of the following is not an ISO 9001:2015 requirement?
- A. conduct internal audit once per year
  - B. assign responsibilities within the QMS
  - C. ensure internal auditors are competent
  - D. none of the above (all of the above are ISO 9001 requirements)

*(Question related to an **unspecified** requirement in the standard, **U**)*



5. ISO 9001:2015 requires the quality policy to:
- A. provide a framework for setting quality objectives
  - B. be recited by everybody within the organisation;
  - C. be communicated to all interested parties
  - D. all of the above
- (Question related to requirement, **R**)*
6. The exclusion of an outsourced process in the QMS is acceptable if:
- A. the QMS scope is documented
  - B. the exclusion is approved by the top management
  - C. the outsourced process is documented properly outside the QMS
  - D. none of the above
- (Question related to applicability, **A**)*
7. Which of the following is a potential corrective action?
- A. provision of training to an incompetent worker
  - B. revising standard operating procedures (SOPs)
  - C. offering a supermarket coupon to the dissatisfied customer
  - D. all of the above
- (Question related to terminologies, **T**)*
8. ISO 9001:2015 requires which of the following documented information be maintained?
- A. internal audit procedure
  - B. people awareness
  - C. approved supplier list
  - D. none of the above

*(Question related to an erroneous requirement related to documented information, **E**)*

*The suggested answers are Q1=C, Q2=B, Q3=C, Q4=A, Q5=A, Q6=D, Q7=B, Q8=D*

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#### ADDITIONAL INFORMATION

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Test syllabus and reference sources (downloadable from [www.isto.ch](http://www.isto.ch))*