# **QUIZ FOR SELECTION OF INSTRUCTORS – WITH ANSWER KEY**

**GLLP in *Country name***

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Please mark the best answer (one selection only if not indicated differently)*

1. When sending samples to another laboratory, what is the best way to package:
   1. Use a double packaging principle
   2. Use a triple packaging principle
   3. Use the cold box
   4. In the rack
2. Why perform a risk assessment
   1. To review the whole laboratory testing process
   2. To spot out gaps in your sample reception
   3. To identify where risks lie in order to mitigate these
   4. To get accredited
3. All of the following are essential elements of the quality management system **EXCEPT**:
   1. equipment management
   2. personnel management
   3. selection of customers
   4. process control
4. Why is it important to know the pathway of the sample through the laboratory?
   1. to make sure it doesn’t get lost
   2. to identify where improvements in laboratory design or processes may be needed
   3. to assess laboratory workload
   4. to identify staff that need additional training
5. A rule of thumb in equipment maintenance and management is:
   1. always purchase the least expensive equipment
   2. develop criteria for troubleshooting, service, and repair
   3. only train managers in calibration of equipment
   4. perform all function checks when you have time
6. In the presence of good data, morbidity-based quantification is superior to consumption-based quantification for ordering supplies because:  
   1. morbidity-based quantification is highly accurate
   2. reagents can be ordered in batches
   3. it gives a more accurate measure of needed supplies and reagents
   4. it is a less costly to perform
7. Which of the following statements is **TRUE**?
   1. a sample should be always processed, regardless of its condition
   2. a sample should be rejected if the wrong preservative was used
   3. a sample should never be processed if it is only labelled with the patient’s name
   4. a sample with insufficient quantity should always be discarded
8. The **BEST** method to use to communicate sample collection procedures to non-laboratory staff is to:
   1. provide all collection sites with a Laboratory Handbook
   2. provide training to each person who collects samples
   3. provide training to all nursing supervisors and ensure they oversee the process correctly
   4. provide all stations with the laboratory’s quality manual
9. Which of the following statements is **TRUE** concerning internal audits?
   1. they are not required for laboratories seeking ISO accreditation
   2. they provide information for identifying training needs
   3. they guarantee that the quality management system is working properly
   4. they are conducted by groups or agencies from outside the laboratories
10. Your laboratory received an unstained blood slide from an EQA provider with a request to look for blood parasites. Which of the following choices would you do to ensure this sample is reported correctly?
    1. stain the slide with fresh reagents and give to the supervisor to examine
    2. stain the slide with fresh reagents and ask all employees that do blood parasite smears to examine it and compare answers
    3. stain and read the slide using your best employees, then call neighboring laboratories to confirm results
    4. examine the slide in the same way the laboratory routinely handles samples
11. In order to determine if an employee can perform a particular examination correctly in the laboratory, the manager should:
    1. write a job description
    2. orient the employee in the laboratory’s processes and procedures
    3. review the employee’s qualifications
    4. perform a competency assessment
12. If an employee has performance problems managers should first:
    1. write a new job description for the employee
    2. report the problem to upper management
    3. discuss problem with employee and consider need for retraining
    4. fire the employee
13. The most effective investigational technique for occurrence management is:
    1. analysis of all QC data
    2. survey of all the laboratory’s customers
    3. evaluation of employee performance
    4. root cause analysis
14. Procedures:
    1. tell “what to do”, and define the overall intentions and directions of the organization
    2. tell “how it happens”, and can generally be represented in a flow chart indicating how events should occur over a period of time
    3. tell “how to do it”, and show the step-by-step instructions that laboratory staff should meticulously follow to produce accurate and consistent result
15. Laboratory preparedness for outbreak investigation includes all of the following EXCEPT:
    1. Established protocols for sample testing and result reporting during an outbreak
    2. A plan for decreasing routine testing to focus on the outbreak pathogen
    3. A strategy for communication of outbreak related laboratory information
    4. An identified team who will coordinate laboratory outbreak investigation activities