

# ISO-9001-Lead-Auditor Exam Training - Study ISO-9001-Lead-Auditor Center

## ISO 9001 Lead Auditor Sample Exam Questions and Answers:

There are 4 sections in the ISO 9001 QMS Lead Auditor examination as illustrated in table 1 below. In this ISO 9001 lead auditor sample exam questions and answer article, we will examine one question per section and provide their answers.

In table 1 you can find the question break-ups and the passing scores.

*Table 1: ISO 9001 Exam Section and Question break-up*

Section	No of Questions	Minimum Pass Mark	Maximum Pass Mark
1	5	4.5	10
2	4	9.5	20
3	3	14.5	30
4	3	14.5	30
Total	15	62.5	90

Table 1 shows us the total available and minimum marks to pass each section. It is mandatory to pass each section. For example: if you have scored 6 marks on section 1, 18 marks on section 2, 10 marks on section 3 & 30 marks on section 4, your subtotal would be 64 marks. Though you have scored a total of 64 marks, since you haven't scored the minimum passing marks on section 3, it will still be considered a failure.

Now let's look at a few sample exam questions in each section.

### Section 1:

This section has 5 questions and each carries 2 marks,

What's more, part of that ITdumpsfree ISO-9001-Lead-Auditor dumps now are free: <https://drive.google.com/open?id=1O7koUloOWkcwvJV6yJrlkJr3QonkNQh0>

As is known to us, people who want to take the ISO-9001-Lead-Auditor exam include different ages, different fields and so on. It is very important for company to design the ISO-9001-Lead-Auditor study materials suitable for all people. However, our company has achieved the goal. We can promise that the ISO-9001-Lead-Auditor Study Materials from our company will be suitable all people. Now we are going to make an introduction about the ISO-9001-Lead-Auditor study materials from our company for you. We sincerely hope that our study materials will help you achieve your dream.

## PECB ISO-9001-Lead-Auditor Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>Fundamental audit concepts and principles: Questions about interpreting and applying the main concepts and principles related to a QMS audit appear in this topic.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>Quality management system (QMS) requirements: It assesses your abilities to point out and explain different requirements for a quality management system based on ISO 9001.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>Closing an ISO 9001 audit: The topic focuses on concluding a QMS audit and conducting audit follow-up activities.</li></ul>

Topic 4	<ul style="list-style-type: none"> <li>• Preparing an ISO 9001 audit: This topic covers sub-topics related to preparing a quality management system audit.</li> </ul>
---------	---

## >> ISO-9001-Lead-Auditor Exam Training <<

### Valid QMS ISO 9001:2015 Lead Auditor Exam braindumps pdf & ISO-9001-Lead-Auditor valid dumps

As the feedbacks from our worthy customers praised that our ISO-9001-Lead-Auditor exam braindumps are having a good quality that the content of our ISO-9001-Lead-Auditor learning quiz is easy to be understood. About some esoteric points, our experts illustrate with examples for you. Our ISO-9001-Lead-Auditor learning quiz is the accumulation of professional knowledge worthy practicing and remembering, so you will not regret choosing our ISO-9001-Lead-Auditor study guide.

### PECB QMS ISO 9001:2015 Lead Auditor Exam Sample Questions (Q95-Q100):

#### NEW QUESTION # 95

Scenario 5: Mechanical-Electro (ME) Audit Stages

Mechanical-Electro, better known as ME, is an American company that provides mechanical and electrical services in China. Their services range from air-conditioning systems, ventilation systems, plumbing, to installation of electrical equipment in automobile plants, electronic manufacturing facilities, and food processing plants.

Due to the fierce competition from local Chinese companies and failing to meet customer requirements, ME's revenue dropped significantly. In addition, customers' trust and confidence in the company decreased, and the reputation of the company was damaged.

In light of these developments, the top management of ME decided to implement a quality management system (QMS) based on ISO 9001. After having an effective QMS in place for over a year, they applied for a certification audit.

A team of four auditors was appointed for the audit, including Li Na as the audit team leader. Initially, the audit team conducted a general review of ME's documents, including the quality policy, operational procedures, inventory lists, QMS scope, process documentation, training records, and previous audit reports.

Li Na stated that this would allow the team to maintain a systematic and structured approach to gathering documents for all audit stages. While reviewing the documented information, the team observed some minor issues but did not identify any major nonconformities. Therefore, Li Na claimed that it was not necessary to prepare a report or conduct a meeting with ME's representatives at that stage of the audit. She stated that all areas of concern would be discussed in the next phase of the audit. Following the on-site activities and the opening meeting with ME's top management, the audit team structured an audit test plan to verify whether ME's QMS conformed to Clause 8.2.1 (Customer Communication) of ISO 9001.

To do so, they gathered information through group interviews and sampling. Li Na conducted interviews with departmental managers in the first group and then with top management. In addition, she chose a sampling method that sufficiently represented customer complaints from both areas of ME's operations.

The team members were responsible for the sampling procedure. They selected a sample size of 4 out of 45 customer complaints received weekly for electrical services and 2 out of 10 complaints for mechanical services.

Afterward, the audit team evaluated the evidence against the audit criteria and generated the audit findings.

According to general principles of sampling procedure, did the audit team select a valid sample for electrical services?

- A. No, the selected sample size is low compared to the population, as for a population from 13 to 52 the minimum sample size should be 5.
- B. Yes, the selected sample size is proportionate to the population.
- C. No, the selected sample size is high compared to the population, as for a population from 13 to 52 the minimum sample size should be 10.

**Answer: A**

Explanation:

Comprehensive and Detailed In-Depth Explanation:

The audit team selected 4 out of 45 customer complaints for electrical services, which is too low based on standard statistical sampling methods. According to ISO 19011:2018 (Guidelines for Auditing Management Systems), for a population size between 13 and 52, a minimum sample size should be 5 to achieve a reasonable level of confidence.

This means the selected sample (4 complaints) was insufficient and did not align with standard sampling procedures. Therefore, the

correct answer is A.

Reference:

ISO 19011:2018, Clause 6.4.5 (Sampling Methods in Auditing)

### NEW QUESTION # 96

In the context of a management system audit, identify the sequence of a typical process for collecting and verifying information. The first one has been done for you.

To complete the sequence click on the blank section you want to complete so it is highlighted in red and then click on the applicable text from the options below. Alternatively, drag and drop the options to the appropriate blank section.

In the context of a management system audit, identify the sequence of a typical process for collecting and verifying information. The first one has been done for you.

To complete the sequence click on the blank section you want to complete so it is highlighted in red and then click on the applicable text from the options below. Alternatively, drag and drop the options to the appropriate blank section.

1. Identifying the source of information

2.

3.

4.

5.

6.

7.

Gathering audit evidence   Sampling available data   Making audit conclusions   Evaluating evidence against the audit criteria   Verifying objective evidence   Evaluating against the audit criteria

**Answer:**

### Explanation:

In the context of a management system audit, identify the sequence of a typical process for collecting and verifying information. The first one has been done for you.

To complete the sequence click on the blank section you want to complete so it is highlighted in red and then click on the applicable text from the options below. Alternatively, drag and drop the options to the appropriate blank section.

1. Identifying the source of information

2.

3.

4.

5. Evaluating evidence against the audit criteria

6.

7.

Gathering audit evidence   Sampling available data   Making audit conclusions   Evaluating evidence against the audit criteria   Verifying objective evidence   Evaluating against the audit criteria

### Explanation:

Identifying the source of information

Sampling available data

Gathering audit evidence

Verifying objective evidence

Evaluating evidence against the audit criteria

Making audit conclusions

Evaluating against the audit criteria

According to ISO 19011:2018, clause 6.4, the process of collecting and verifying information during an audit involves the following steps1:

Identifying the source of information: The audit team should identify the sources of information that are relevant to the audit objectives, scope and criteria. These sources may include documents, records, personnel, processes, activities, facilities, equipment, etc. The audit team should also determine the methods and tools for accessing and collecting the information, such as interviews, observations, document review, sampling, etc.

Sampling available data: The audit team should select a representative sample of the available data to verify the conformity and effectiveness of the management system. The sample size and selection method should be based on the audit objectives, scope and criteria, as well as the level of confidence and risk. The audit team should also consider the validity, reliability, relevance and sufficiency of the data.

Gathering audit evidence: The audit team should use the methods and tools identified in the previous step to collect audit evidence,

which is the records, statements of fact or other information that are relevant to the audit criteria and verifiable. The audit team should record the audit evidence in a clear, concise and objective manner, using notes, checklists, photographs, audio or video recordings, etc.

Verifying objective evidence: The audit team should verify the accuracy, completeness and authenticity of the audit evidence collected. This may involve cross-checking different sources of information, confirming the identity and authority of the persons providing the information, examining the original documents or records, etc. The audit team should also identify any discrepancies, inconsistencies or gaps in the audit evidence.

Evaluating evidence against the audit criteria: The audit team should compare the audit evidence with the audit criteria to determine the extent of conformity and nonconformity. The audit team should also identify any opportunities for improvement, best practices, positive aspects or potential risks. The audit team should use professional judgement and apply the principles of auditing when evaluating the audit evidence.

Making audit conclusions: The audit team should consolidate the audit findings and evaluate the overall performance and effectiveness of the management system. The audit team should also consider the audit objectives, scope and criteria, as well as the context and expectations of the auditee and other interested parties. The audit team should provide a clear, concise and objective statement of the audit conclusions, which may include the degree of conformity, the achievement of the intended outcomes, the need for corrective actions, the suitability for certification, etc.

Evaluating against the audit criteria: The audit team should review the audit conclusions and ensure that they are consistent with the audit criteria and supported by sufficient and appropriate audit evidence.

The audit team should also ensure that the audit conclusions are communicated to the auditee and other relevant parties in a timely and effective manner, using the agreed audit report format and distribution method.

References: ISO 19011:2018(en), Guidelines for auditing management systems

#### NEW QUESTION # 97

You are carrying out an audit at an organisation seeking certification to ISO 9001 for the first time. The organisation offers health and safety training to customers. Training courses are offered either as open courses, delivered at a public venue, or online, or as courses that are tailored to meet specific requirements.

The business operates from a single office and those who deliver the training are either full-time employees or subcontractors.

You are interviewing the Training Manager (TM).

You: "What quality objectives apply to the training process?"

TM: "One of the quality objectives we aim for is a 90% minimum exam pass rate for all open training courses." You: "How do you measure this objective?" The Training Manager shows you a record on her computer and you see the following:

Month	Exam pass rates (%)					
	Course 1	Course 2	Course 3	Course 4	Course 5	Course 6
1	92	87	89	78	95	97
2	93	86	88	77	94	98
3	94	87	87	79	93	97
4	92	89	86	80	95	96
5	93	88	88	79	96	95
6	95	87	89	77	96	97

Which two of the following statements are true?

- A. You would determine the relative difficulty of each training course by reviewing them.
- B. You would check the training of personnel.
- C. You would raise a nonconformity as a requirement in clause 10.2 has not been fulfilled.
- D. You would determine how the exam pass rate figures were analysed.
- E. You would determine what corrective action was being taken to address the low pass rates.
- F. You would raise a nonconformity as a requirement in clause 8.7 has not been fulfilled.

**Answer: D,E**

Explanation:

In this scenario, the organization has set a quality objective of achieving a 90% minimum exam pass rate for all courses. The auditor's task is to assess whether this objective is being monitored effectively and if appropriate actions are taken when the objective is not

met.

B: You would determine how the exam pass rate figures were analysed: ISO 9001:2015, particularly Clause 9.1 (Monitoring, measurement, analysis, and evaluation), requires organizations to evaluate performance data.

The auditor should verify how the organization analyses the pass rate data to ensure trends are identified, and corrective actions are planned based on this analysis.

D: You would determine what corrective action was being taken to address the low pass rates: When performance falls short of the objective, as seen with Course 4 (where the pass rate is below 90% in all months), Clause 10.2 (Nonconformity and corrective action) requires organizations to take corrective actions to address issues. The auditor would need to check if corrective actions have been initiated to address consistently low pass rates.

Statements A, C, E, and F do not directly address the monitoring and corrective action required under ISO 9001:2015 in this context.

### NEW QUESTION # 98

For each of the following scenarios, select four that are corrective actions.

- A. After the loss of an important football match 4-0, the manager is sacked
- B. The organization uses fertilizers to prevent plants dying in a section of a garden centre
- C. The government develops a vaccine against a virulent virus
- D. Call out roadside assistance to a broken-down car
- E. A complaint about cold food was resolved by reheating food in the restaurant kitchen
- F. The organization improves product identification to prevent customer complaints
- G. The government increases payments to dentists for dental checks for children
- H. The government enforces a lockdown against a virulent virus

**Answer: A,B,C,F**

### NEW QUESTION # 99

Scenario 1: AL-TAX is a company located in California which provides financial and accounting services.

The company manages the finances of 17 companies and now is seeking to expand their business even more. The CEO of AL-TAX, Liam Durham, claims that the company seeks to provide top-notch services to their clients. Recently, there were a number of new companies interested in the services provided by AL-TAX.

In order to fulfill the requirements of new clients and further improve quality, Liam discussed with other top management members the idea of implementing a quality management system (QMS) based on ISO 9001.

During the discussion, one of the members of the top management claimed that the size of the company was not large enough to implement a QMS. In addition, another member claimed that a QMS is not applicable for the industry in which AL TAX operates. However, as the majority of the members voted for implementing the QMS, Liam initiated the project.

Initially, Liam hired an experienced consultant to help AL-TAX with the implementation of the QMS. They started by planning and developing processes and methods for the establishment of a QMS based on ISO

9001. Furthermore, they ensured that the quality policy is appropriate to the purpose and context of AL TAX and communicated to all employees. In addition, they also tried to follow a process that enables the company to ensure that its processes are adequately resourced and managed, and that improvement opportunities are determined.

During the implementation process, Liam and the consultant focused on determining the factors that could hinder their processes from achieving the planned results and implemented some preventive actions in order to avoid potential nonconformities. Six months after the implementation of the QMS, AL-TAX conducted an internal audit. The results of the internal audit revealed that the QMS was not fulfilling all requirements of ISO 9001. A serious issue was that the QMS was not fulfilling the requirements of clause 5.1.2 Customer focus and had also not ensured clear and open communication channels with suppliers.

Throughout the next three years, the company worked on improving its QMS through the PDCA cycle in the respective areas. To assess the effectiveness of the intended actions while causing minimal disruptions, they tested changes that need to be made on a smaller scale. After taking necessary actions, AL-TAX decided to apply for certification against ISO 9001.

Based on the scenario above, answer the following question:

Scenario 1 indicates that AL-TAX did not ensure clear and open communication channels with interested parties. Which quality management principle did the organization not follow in this case?

- A. Evidence-based decision making
- B. Leadership
- C. Relationship management

**Answer: C**

ISO 9001:2015, Quality Management Principles - Relationship Management

• • • • •

**Study ISO-9001-Lead-Auditor Center:** <https://www.itdumpsfree.com/ISO-9001-Lead-Auditor-exam-passed.html>

- [illegible]

[www.stes.tyc.edu.tw](http://www.stes.tyc.edu.tw), [www.stes.tyc.edu.tw](http://www.stes.tyc.edu.tw), [www.stes.tyc.edu.tw](http://www.stes.tyc.edu.tw), [tutorialbangla.com](http://tutorialbangla.com), Disposable vapes

BONUS!!! Download part of ITdumpsfree ISO-9001-Lead-Auditor dumps for free: <https://drive.google.com/open?id=1O7koUloOWkcwvJV6yJrkJr3QonkNQh0>