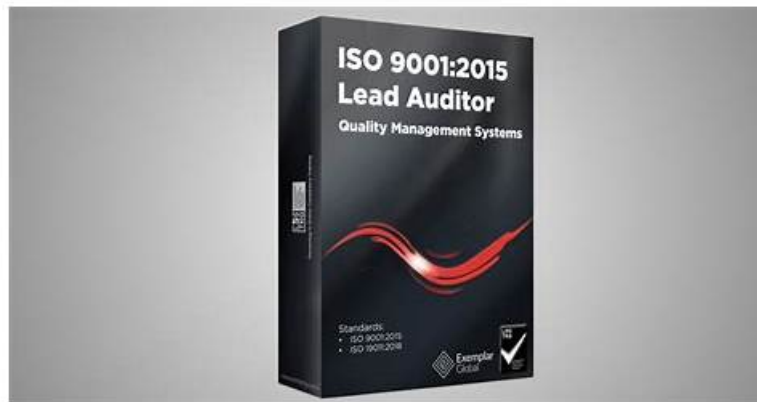


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>> ISO-9001-Lead-Auditor Echte Fragen <<

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PECB ISO-9001-Lead-Auditor Prüfungsplan:

Thema	Einzelheiten
Thema 1	<ul style="list-style-type: none"> Preparing an ISO 9001 audit: This topic covers sub-topics related to preparing a quality management system audit.
Thema 2	<ul style="list-style-type: none"> 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.
Thema 3	<ul style="list-style-type: none"> Conducting an ISO 9001 audit: It evaluates your skills to conduct a QMS audit.

Thema 4	<ul style="list-style-type: none"> • Fundamental audit concepts and principles: Questions about interpreting and applying the main concepts and principles related to a QMS audit appear in this topic.
Thema 5	<ul style="list-style-type: none"> • Fundamental principles and concepts of a quality management system: The main objective of this domain is to evaluate your skills of explaining and applying ISO 9001 principles and concepts.

PECB QMS ISO 9001:2015 Lead Auditor Exam ISO-9001-Lead-Auditor Prüfungsfragen mit Lösungen (Q31-Q36):

31. Frage

Scenario 2:

Bell is a Canadian food manufacturing company that operates globally. Their main products include nuts, dried fruits, and confections. Bell has always prioritized product quality and has maintained a good reputation for many years. However, the company's production error rate increased significantly, leading to more customer complaints.

To increase efficiency and customer satisfaction, Bell implemented a Quality Management System (QMS) based on ISO 9001. The top management established a QMS implementation team comprising five middle managers from various departments, including Leslie, the quality manager.

Leslie was responsible for assigning responsibilities and authorities for QMS-related roles. He also suggested including a top management representative in the QMS team, but top management declined due to other priorities.

The team defined the QMS scope as:

"The scope of the QMS includes all activities related to food processing." Leslie established a quality policy and presented it to the team for review before top management approval

. Top management also proposed a new strategy for handling customer complaints, requiring biweekly customer surveys to monitor customer perceptions.

Which situation presented in scenario 2 is NOT compliant with ISO 9001?

- A. The quality policy was reviewed by the implementation team before top management approval.
- B. The responsibilities and authorities for QMS roles were assigned by Leslie, the quality manager.
- C. The QMS implementation team comprised five middle managers.
- **D. The QMS implementation team did not include a representative from top management.**

Antwort: D

Begründung:

Comprehensive and Detailed In-Depth Explanation:

ISO 9001:2015 Clause 5.1.1 (Leadership and Commitment) states that top management must demonstrate leadership and commitment to the QMS by actively participating in QMS implementation, integration, and effectiveness.

In scenario 2, top management refused to be directly involved in the QMS implementation team, which violates Clause 5.1.1 because leadership involvement is essential for the system's success.

Other options do not indicate nonconformance:

* Option A (Middle managers in the QMS team) is acceptable.

* Option C (Leslie assigning roles) is valid if competence is ensured (Clause 5.3 - Organizational Roles, Responsibilities, and Authorities).

* Option D (Team reviewing the policy before approval) aligns with best practices.

Reference:

ISO 9001:2015, Clause 5.1.1 - Leadership and Commitment

ISO 9001:2015, Clause 5.3 - Organizational Roles, Responsibilities, and Authorities

32. Frage

What is a list of actions that should be performed during the audit with their respective timeline?

- **A. The audit schedule.**
- B. The audit objectives.
- C. The audit criteria.
- D. The audit offer.

Antwort: A

Begründung:

Comprehensive and Detailed In-Depth Explanation:

The audit schedule provides a structured timeline of activities to be conducted during the audit.

Clause References:

* ISO 19011:2018, Clause 6.4.2 - Preparing the Audit Plan:

* Requires the development of an audit schedule, including the sequence and timing of activities

.

* ISO/IEC 17021-1:2015, Clause 9.1.3 - Audit Program:

* Certification bodies must establish a schedule for conducting audits.

Why is the Correct Answer C?

* The audit schedule ensures systematic execution of the audit by defining activities, responsible auditors, and timeframes.

* A well-planned schedule improves efficiency and helps auditors cover all necessary areas within the given time.

Why are the Other Options Incorrect?

* A (Audit objectives) # Define why the audit is conducted, not the schedule.

* B (Audit criteria) # Define the standards and requirements to be evaluated, not the timeline.

* D (Audit offer) # Refers to the initial proposal sent to the auditee, not the activity timeline.

33. Frage

Below are four of the seven principles on which ISO 9000 series are based. Match a potential benefit to each of the quality management principles (QMP).

□

Antwort:

Begründung:

□ Explanation:

Quality management principles:

Customer focus = Increased revenue and market share

Engagement of people = Enhanced trust and collaboration throughout the organisation Improvement = Enhanced drive for innovation

Evidence-based decision-making = Increased ability to demonstrate effectiveness of past actions According to the Quality management principles document published by ISO, each quality management principle has a statement, a rationale, key benefits, and actions you can take to apply it. Based on these descriptions, the potential benefits can be matched to the corresponding principles as follows:

Customer focus: The primary focus of quality management is to meet customer requirements and to strive to exceed customer expectations. The key benefits of this principle include increased customer value, customer satisfaction, customer loyalty, repeat business, reputation, customer base, revenue and market share.

Engagement of people: Competent, empowered and engaged people at all levels throughout the organization are essential to enhance its capability to create and deliver value. The key benefits of this principle include improved understanding of the organization's objectives and values, increased involvement in improvement activities, enhanced personal development, increased motivation and empowerment, enhanced trust and collaboration, and increased recognition and rewards.

Improvement: Successful organizations have an ongoing focus on improvement. The key benefits of this principle include improved organizational capabilities, alignment of improvement activities at all levels, increased ability to anticipate and react to opportunities and threats, enhanced drive for innovation, and increased levels of satisfaction.

Evidence-based decision-making: Decisions based on the analysis and evaluation of data and information are more likely to produce desired results. The key benefits of this principle include improved decision-making processes, increased ability to demonstrate the effectiveness of past decisions, increased ability to review, challenge and change opinions and decisions, and increased ability to improve performance.

34. Frage

Which of the following is a principle of maintaining audit work documents?

- A. Fair presentation
- **B. Completeness**
- C. Transparency

Antwort: B

Begründung:

Comprehensive and Detailed In-Depth Explanation: Completeness ensures that all necessary audit evidence, observations, and

findings are properly documented, which is critical for traceability and accountability in an audit. While transparency and fair presentation are principles of auditing, completeness is specifically related to maintaining audit work documents, as required in ISO 19011:2018, Clause 6.5.4 (Preparing Audit Work Documents).

35. Frage

You are conducting an ISO 9001 audit of a Materials Recycling Facility. The organisation processes waste plastics into raw materials for plastic bottle manufacturers. You reach the manual picking line where operators are removing contaminant materials from incoming products, such as plastic bags, plastic film and badly contaminated items that would compromise the recycling process. You interview the line supervisor.

You: "Why are these plastic items being rejected at this stage?"

Auditee: "They do not meet our processing standards."

You: "What is the reason for that?"

Auditee: "These items are likely to damage the machinery down the line. They can also compromise our quality standards. We need to protect our reputation for good quality output materials." You: "What happens to the rejected items?" Auditee: "Some get melted down in another process later on, and some are disposed of as waste products that cannot be recycled." You: "What happens to the waste products?" Auditee: "I'm not sure. I suppose they go to landfill." After further auditing, you have gathered additional evidence. Match the following statements to the correct ISO 9001 standard clause shown.

To complete the table, click on the blank section you want to complete so that it is highlighted in red, and then click on the applicable text from the options below.

Alternatively, drag and drop each option to the appropriate blank section.

Antwort:

Begründung:

Explanation:

A # 8.4.3.a

B # 7.2.b

C # 10.2.2

D # 10.2.1

E # 6.2

F # 5.2.2.c

* 8.4.3.a - No specification is issued to the suppliers of waste plastic: This clause refers to the information provided to external providers, including requirements for products and services. If no specification is issued, it means the organization is not complying with this clause, which states:

"The organization shall ensure that the requirements for the products and services to be provided are adequately defined prior to communication to the external provider."

* 7.2.b - The picking operators have been trained: This falls under Competence requirements. Clause 7.2(b) requires that persons are competent on the basis of education, training, or experience:

"Ensure that these persons are competent on the basis of appropriate education, training, or experience."

* 10.2.2 - No documentation is retained for rejected materials: This relates to corrective action documentation. Clause 10.2.2 requires organizations to retain documented information as evidence of nonconformities and actions taken:

"The organization shall retain documented information as evidence of: the nature of the nonconformities and any subsequent actions taken..."

* 10.2.1 - The rejected materials are segregated: This links to the treatment of nonconforming outputs. Clause 10.2.1 discusses actions such as containment or segregation for nonconforming outputs:

"Deal with nonconforming outputs in one or more of the following ways: correction; segregation, containment..."

* 6.2 - Management has set an objective for the level of recycling: This refers to quality objectives.

Clause 6.2 requires that measurable quality objectives be established, and this includes setting performance targets:

"The organization shall establish quality objectives at relevant functions... The quality objectives shall be measurable..."

* 5.2.2.c - The quality policy appears in promotional material: Clause 5.2.2(c) requires the quality policy to be available to relevant interested parties. Using it in promotional material ensures that it is communicated externally:

"The quality policy shall be... available to relevant interested parties, as appropriate." References:

ISO 9001:2015, Clause 8.4.3 - Information for external providers

Clause 7.2 - Competence

Clause 10.2.2 - Corrective action documentation

Clause 10.2.1 - Nonconforming outputs

Clause 6.2 - Quality objectives

Clause 5.2.2 - Communicating the quality policy

36. Frage

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