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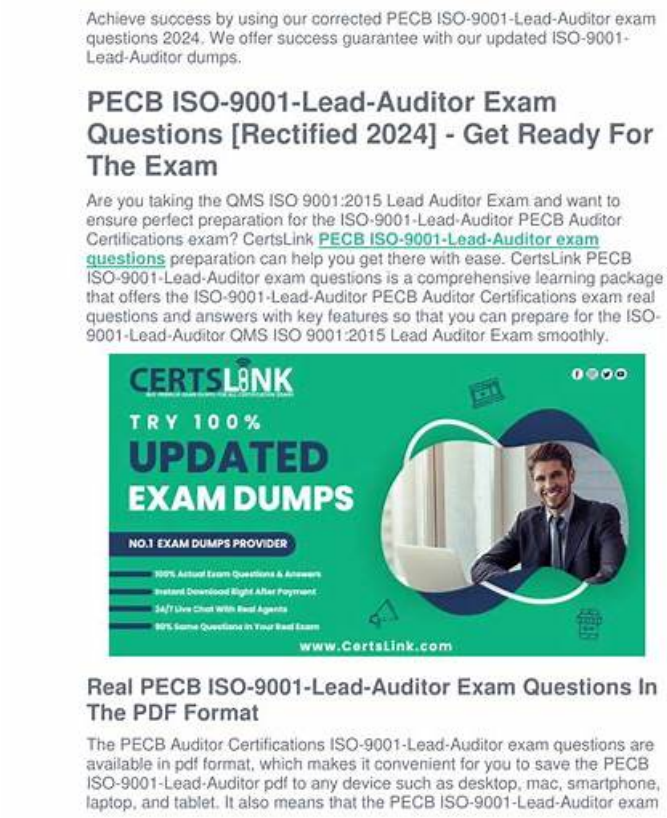

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PECB ISO-9001-Lead-Auditor Exam Syllabus Topics:

Topic	Details
Topic 1	• Closing an ISO 9001 audit: The topic focuses on concluding a QMS audit and conducting audit follow-up activities.
Topic 2	• Preparing an ISO 9001 audit: This topic covers sub-topics related to preparing a quality management system audit.
Topic 3	• Fundamental audit concepts and principles: Questions about interpreting and applying the main concepts and principles related to a QMS audit appear in this topic.
Topic 4	• Conducting an ISO 9001 audit: It evaluates your skills to conduct a QMS audit.

Topic 5	• Managing an ISO 9001 audit program: This topic evaluates your abilities to establish and managing a QMS audit program.

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For the convenience of the Exams candidates, the difficult portions of the syllabus have been explained with the help of experts to be simplified. One remarkable feature of ISO-9001-Lead-Auditor actual dumps questions and answers is their similarity with the real exam scenario. They not only give you understanding of the ISO-9001-Lead-Auditor Exams but also impart you an opportunity to master it. To enhance further your exam ability and strengthen your learning, you can benefit yourself getting practice PECB real dumps.

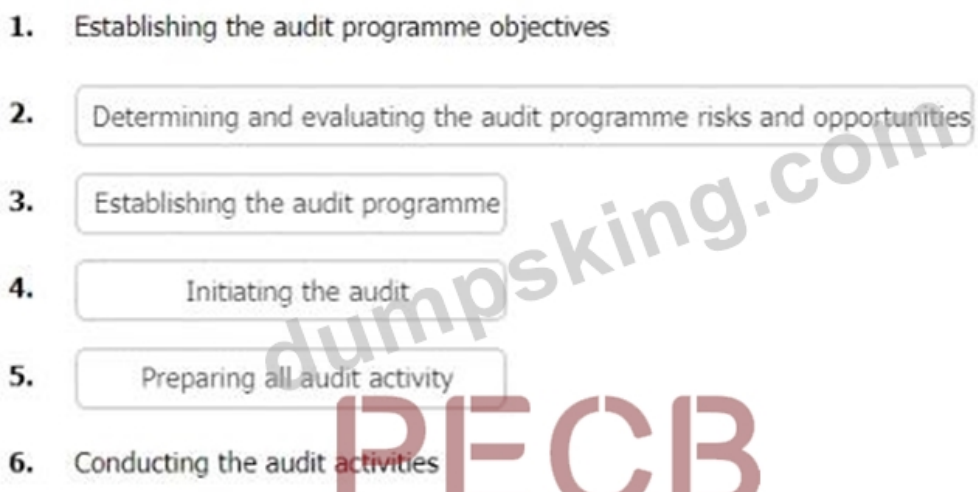
PECB QMS ISO 9001:2015 Lead Auditor Exam Sample Questions (Q191-Q196):

NEW QUESTION # 191
The following are stages of an audit, put them in the order they would be conducted.

Answer:

Explanation:

Explanation:



Establishing the audit programme objectives
Determining and evaluating the audit programme risks and opportunities
Establishing the audit programme
Initiating the audit
Preparing all audit activity
Conducting the audit activities
To complete the sequence, you can drag and drop the options to the appropriate blank section.
Here is a brief explanation of each stage:
Establishing the audit programme objectives: This is the first stage of the audit process, where the purpose, scope, and criteria of the audit programme are defined. The audit programme objectives should be aligned with the strategic direction and policies of the organization, and should address the needs and expectations of the interested parties12.
Determining and evaluating the audit programme risks and opportunities: This is the second stage of the audit process, where the factors that can affect the achievement of the audit programme objectives are identified and assessed. The audit programme risks and opportunities should consider the internal and external issues, the requirements and changes of the interested parties, and the results and feedback from previous audits12.
Establishing the audit programme: This is the third stage of the audit process, where the audit programme is designed and implemented. The audit programme should include the audit programme procedures, the audit programme resources, the audit methods and techniques, the audit frequency and schedule, and the audit programme performance indicators12.
Initiating the audit: This is the fourth stage of the audit process, where the audit is prepared and planned. The audit initiation involves selecting the audit team, establishing the contact with the auditee, defining the audit objectives, scope, and criteria, developing the audit plan, and conducting the document review123.
Preparing all audit activity: This is the fifth stage of the audit process, where the audit activities are organized and coordinated. The audit preparation involves assigning the audit tasks, communicating with the auditee and the audit team, arranging the logistics, preparing the working documents, and conducting the opening meeting123.
Conducting the audit activities: This is the sixth and final stage of the audit process, where the audit evidence is collected and evaluated. The audit conduct involves performing the audit activities, such as interviews, observations, document reviews, and tests, documenting the audit findings, preparing the audit conclusions, and conducting the closing meeting123.
I hope this helps you with your ISO 9001 Lead Auditor objectives and content. If you have any further questions, please feel free to ask.
References: 1: ISO 19011:2018 - Guidelines for auditing management systems 2: Audit Process | Flowchart | Summary - Accountinguide 3: What are the Stages of the Auditing Process & Why it is Important ...

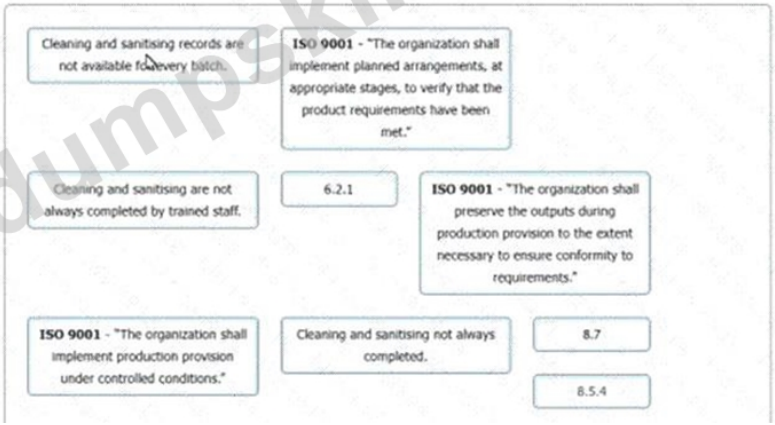
NEW QUESTION # 192
You are carrying out an audit at a single-site organisation seeking certification to ISO 9001 for the first time.
The organisation manufactures cosmetics for major retailers.
You are interviewing the Manufacturing Manager (MM).
You: "I would like to begin by looking at the cleaning controls."
MM: "We record the cleaning of the equipment at the end of every batch. This document details the minimum cleaning frequency and the procedures to follow for all areas and each item of equipment. The person who carries out the cleaning puts their initial on the document and records the time and date alongside." Narrative: You sample production records over 3-days and note down evidence of nonconformity as per the table below.

Date	Batches of product made	Production line to be cleaned	Cleaned by	Number of cleaning records
10/XX	10	Line 1	DS	6
	14	Line 2	HM	8
11/XX	12	Line 1	WR	7
	12	Line 2	DD	9
12/XX	15	Line 1	DS	10

You decide to raise a non-conformity.

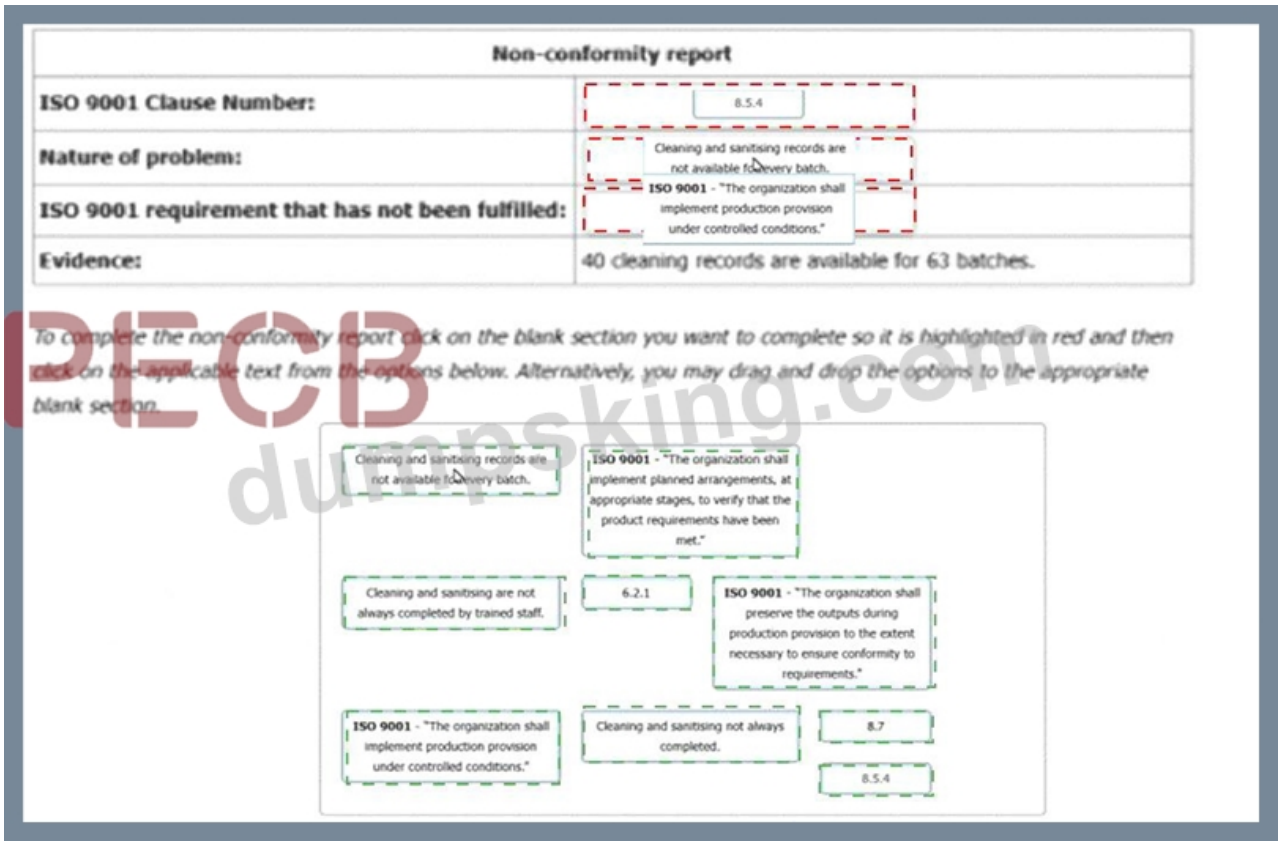
Non-conformity report	
ISO 9001 Clause Number:	
Nature of problem:	
ISO 9001 requirement that has not been fulfilled:	
Evidence:	40 cleaning records are available for 63 batches.

To complete the non-conformity report 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, you may drag and drop the options to the appropriate blank section.



Answer:

Explanation:



Explanation:
Clause: 8.5.4
Nature of Problem: Cleaning and sanitising records are not available for every batch.
Unfulfilled Requirement: "The organization shall implement production provision under controlled conditions."

NEW QUESTION # 193
XYZ Corporation is an organisation that employs 100 people. As audit team leader, you are conducting a certification audit at Stage 1. When reviewing the quality management system (QMS) documentation, you find that quality objectives have been set for every employee in the organisation except top management.
The Quality Manager complains that this has created a lot of resistance to the QMS, and the Chief Executive is asking questions about how much it will cost. He asks for your opinion on whether this is the correct method of setting objectives.
Three months after Stage 1, you return to XYZ Corporation to conduct a Stage 2 certification audit as Audit Team Leader with one other auditor. You find that the Quality Manager has cancelled the previous quality objectives for all employees and replaced them with a single objective for himself. This states that "The Quality Manager will drive multiple improvements in the QMS in the next year". The Quality Manager indicates that this gives him the authority to issue instructions to department managers when quality improvement is needed. He says that this approach has the full backing of senior management. He shows you the latest Quality Improvement Request that was included in the last management review.

Quality Improvement Request			QI/12/20/HR-3
To: HR Manager	QMS awareness training is to be included as part of the induction training for new employees.		Date: 12/12/20XX
			Action by: 31/03/20XX
Update by: 01/20XX	Update by: 02/20XX	Update by: 03/20XX	Signed: (QM)
Notes: Use of external resources for this action must be approved by senior management.			Action Completed: (Signature) Date:

After further auditing, the issues below were found. Select three statements that apply to the term 'audit trail'

- A. Evaluation of the results of the improvement action not always documented by the Quality Manager.
- B. The single quality objective set for the organisation by the Quality Manager.
- C. Limited knowledge of the content of Quality Improvement Requests by departmental staff.
- D. Quality improvements not aligning with the quality policy.
- E. Decisions on improvement action timescales not involving departmental managers.
- F. Top management claim not to be aware of the improvement request (QI/12/20/HR-3) initiated by the Quality Manager.

Answer: A,C,E

Explanation:
Based on the scenario and the concept of an 'audit trail' within the context of ISO 9001, the three statements that apply would likely be:
A: Decisions on improvement action timescales not involving departmental managers. This indicates a lack of involvement and communication with those responsible for implementing the improvements, which is a key part of an effective audit trail1.
B: Evaluation of the results of the improvement action not always documented by the Quality Manager.
Proper documentation is essential for an audit trail, as it provides evidence that actions have been evaluated and are effective1.
C: Limited knowledge of the content of Quality Improvement Requests by departmental staff. An audit trail should ensure that all relevant parties are aware of and understand the actions being taken, which is not the case here1.
These points suggest issues with the communication, documentation, and involvement of relevant personnel in the quality management system processes, which are crucial for maintaining an effective audit trail and, by extension, a robust quality management system.

NEW QUESTION # 194
What is reliability in the context of service quality?

- A. Ensuring service costs remain low
- B. Readiness and goodwill in providing services
- C. Ability to offer safe services
- D. Providing the promised services correctly and dependably

Answer: D

Explanation:
Comprehensive and Detailed In-Depth Explanation:Reliability in service quality refers to the consistent and dependable delivery of promised services.
ISO 9001:2015 emphasizes reliability through:
* Clause 8.2.1 (Customer Communication) - Ensuring clarity in service commitments.
* Clause 8.5.1 (Control of Service Provision) - Ensuring processes meet requirements consistently.
Other options do not fully define reliability:
* Option A (Safe services) relates to safety, not reliability.
* Option B (Readiness and goodwill) relates to responsiveness, not reliability.
* Option D (Low cost) focuses on pricing, not quality.

NEW QUESTION # 195
Which type of audit risk is the risk that a significant defect may occur in the QMS, although the organization has internal control mechanisms in place?

- A. Control risk.
- B. Detection risk.
- C. Inherent risk.
- D. Operational risk.

Answer: A

Explanation:
Comprehensive and Detailed In-Depth Explanation:
Audit risks are categorized into different types based on where failures may occur in the QMS audit process.
Clause References:
* ISO 19011:2018, Clause 6.3 - Managing Audit Risk: Defines different audit risks, including control risk.

Why is the Correct Answer A?
* Control risk occurs when internal controls fail to prevent or detect nonconformities.
* Even if controls exist, the risk remains if the QMS fails to identify or correct defects.
Why are the Other Options Incorrect?
* B (Inherent risk) # This refers to risks naturally present in processes, even before controls are applied.
* C (Detection risk) # This is the risk that an auditor fails to detect nonconformities.
* D (Operational risk) # This refers to risks related to day-to-day business operations, not QMS audits.

NEW QUESTION # 196
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