

ISO-9001-Lead-Auditor Exam Practice | Latest ISO-9001-Lead-Auditor Exam Test



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

Topic	Details

Topic 1	<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.
Topic 2	<ul style="list-style-type: none"> Preparing an ISO 9001 audit: This topic covers sub-topics related to preparing a quality management system audit.
Topic 3	<ul style="list-style-type: none"> Managing an ISO 9001 audit program: This topic evaluates your abilities to establish and managing a QMS audit program.
Topic 4	<ul style="list-style-type: none"> Closing an ISO 9001 audit: The topic focuses on concluding a QMS audit and conducting audit follow-up activities.
Topic 5	<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.

PECB QMS ISO 9001:2015 Lead Auditor Exam Sample Questions (Q227-Q232):

NEW QUESTION # 227

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).

Answer:

Explanation:

Explanation:

A screenshot of a chat Description automatically generated

According to the ISO 9000:2015 document, the seven quality management principles are:

Customer focus

Leadership

Engagement of people

Process approach

Improvement

Evidence-based decision making

Relationship management

For each principle, the document provides a statement, a rationale, key benefits, and actions you can take to apply the principle in your organization.

Based on the document, here is a possible way to match a potential benefit to each of the four quality management principles you mentioned:

Table

Quality management principle

Potential benefit

Customer focus

Increased revenue and market share

Engagement of people

Enhanced trust and collaboration throughout the organization

Improvement

Enhanced drive for innovation

Evidence-based decision making

Increased ability to demonstrate effectiveness of past actions

NEW QUESTION # 228

Scenario 7: POLKA is a car manufacturing company based in Stockholm, Sweden. The company has around 14,000 employees working in different sectors which help with the design, painting, assembling, and test drives of the final product. The company is widely known for its qualitative products and affordable prices. In order to retain their reputation, POLKA implemented a quality management system (QMS) based on ISO 9001.

Before applying for certification, the company decided to conduct an internal audit to check whether there are any nonconformities in their QMS and if the requirements of ISO 9001 are being fulfilled.

The top management appointed Sean, the internal auditor, as the team leader of the internal audit team. Sean required from the top management to have unrestricted access to the employees and executives of POLKA and to the documented information.

Furthermore, Sean required to establish a team with a large number of auditors, considering the size and the complexity of the organization. The top management of POLKA agreed with Sean's requirements.

The top management, in cooperation with Sean, assigned 10 more employees to the audit team.

Following that, Sean planned the audit activities and assigned the roles and responsibilities to each auditor. They began by interviewing employees of different manufacturing departments to check whether they are aware of the process of the QMS implementation. While conducting these activities, one of the auditors asked Sean for permission to audit the department in which he worked on a daily basis, as he was very familiar with the processes of the department.

Along the way, the team's findings showed that the staff were trained, documented information was updated, and the QMS fulfilled the requirements of ISO 9001. The internal audit took three weeks to complete, and on the last week the audit team held a final meeting. The team shared their results and together drafted the audit report. This report was submitted to the top management of the company. The report was maintained as documented information, and was available to the relevant interested parties.

Based on the scenario above, answer the following question:

Ten employees of POLKA were part of the audit team that conducted the internal audit. Is this acceptable?

- A. No, ISO 9001 requires hiring a professional team of auditors who are not part of the company to conduct the internal audit
- B. Yes, it is a requirement of ISO 9001 to include employees of the company in the internal audit
- **C. Yes, members of the company can join the internal audit team**

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation:

According to ISO 9001:2015, Clause 9.2 (Internal Audit):

* Internal audits are conducted by employees of the company who are trained as auditors.

* External auditors are not mandatory unless required by the organization.

Thus, A is the correct answer.

Reference:

ISO 9001:2015, Clause 9.2 (Internal Audit)

NEW QUESTION # 229

Select the phrase that best describes the purpose of a quality management system to ISO 9001 in relation to the performance of an organization.

- **A. Improves the performance**
- B. Dictates the performance
- C. Monitors the performance
- D. Manages the performance

Answer: A

Explanation:

* Understanding the Purpose of a Quality Management System (QMS): The primary objective of ISO 9001:2015 is to improve the overall performance of the organization by:

* Ensuring consistent delivery of products and services that meet customer and regulatory requirements.

* Focusing on enhancing customer satisfaction.

* Promoting continual improvement of the organization's processes and practices.

Reference: Clause 0.1 (General) of ISO 9001:2015 specifies that a QMS enables organizations to achieve better performance by consistently meeting customer needs and improving their processes. It further highlights that continual improvement is a cornerstone of the standard (Clause 10.3).

Option Analysis:

A: Manages the performance: Incorrect. A QMS provides a framework to manage processes, not directly manage performance. The improvement of performance is an outcome of managing processes effectively.

B: Monitors the performance: Incorrect. Monitoring is a component of performance evaluation (Clause 9.1) but does not define the overall purpose of the QMS.

C: Dictates the performance: Incorrect. ISO 9001 does not "dictate" performance but allows organizations to set their own

objectives and improve their operations based on their specific context and goals.

D: Improves the performance:Correct. The fundamental purpose of a QMS as per ISO 9001 is continual improvement of the organization's performance. This includes improving operational efficiency, customer satisfaction, and product/service quality.

Why Option D is Correct:ISO 9001:2015 emphasizes the Plan-Do-Check-Act (PDCA) cycle and risk- based thinking, which are designed to drive improvements in organizational performance. Continuous assessment of processes and customer feedback ensures that the organization can adapt, innovate, and improve its effectiveness over time.

Clause 0.1: Purpose of the QMS.

Clause 10.3: Continual improvement ensures that the QMS remains effective and aligned with organizational objectives.

Clause 4.1: Context of the organization, which requires the QMS to align with organizational strategies and improve outcomes.

NEW QUESTION # 230

Scenario 6: Davis Clinic (DC) is an American medical center focused on integrated health care. Since its establishment DC was committed to providing qualitative services for its clients, which is the reason why the company decided to implement a quality management system (QMS) based on ISO 9001. After a year of having an active QMS in place, DC applied for a certification audit.

A team of five auditors, from a well-known certification body, was selected to conduct the audit. Eva was appointed as the audit team leader. After three days of auditing, the team gathered to review and examine their findings. They also discussed the audit findings with DC's top management and then drafted the audit conclusions.

In the closing meeting, which was held between the audit team and the top management of DC. Eva presented two nonconformities that were detected during the audit. Eva stated that the company did not retain documented information regarding its outsourced services for an analysis laboratory and regarding the conducted management reviews. During the closing meeting, the audit team required from DC's top management to come up with corrective action plans within two weeks. Although the top management did not agree with the audit findings, the audit team insisted that the auditee must submit corrective actions within the given time frame in order for the audit activities to continue.

Once the action plans were evaluated, the audit team began preparing the audit report. Eva required from the team to provide accurate descriptions of the audit findings and the audit conclusions. The report was then distributed to all the interested parties involved in the audit, including the certification body Based on the report, the certification body together with Eva, as the audit team leader, made the certification decision.

Based on the scenario above, answer the following question:

According to Scenario 6, the audit team required DC's top management to submit corrective action plans within two weeks. Is this action acceptable?

- A. Yes, because a deadline from 10 to 60 days is a best practice for the submission of action plans
- B. No, because the deadline for the client to present a corrective action plan is at least within 7 days
- C. No, because the decision for the deadline should have been suggested by the top management

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation:

ISO 17021-1:2015, Clause 9.4.9 (Corrective Actions) states:

The auditor can set a reasonable deadline for corrective actions.

10 to 60 days is a best practice timeframe for the auditee to respond.

The auditee must propose corrective actions, but the audit team has the authority to set the deadline.

A 7-day deadline (A) is too short, and the audit team-not the auditee-determines the timeframe (B).

Reference:

ISO 17021-1:2015, Clause 9.4.9 (Corrective Actions)

NEW QUESTION # 231

Put the following steps of a third-party audit into the correct sequence in which they happen.

□

Answer:

Explanation:

□ Explanation:

Sequence:

Stage 1 Audit

Stage 2 Opening Meeting

Interviews

Stage 2 Closing Meeting

Close-out of Stage 2 Audit Findings

Issue Certificate

Surveillance Audit

Follow-up Audit

To complete the sequence, you can drag and drop the options to the appropriate blank section.

Here is a brief explanation of each step:

Stage 1 Audit: This is the initial audit that aims to assess the readiness of the organization for the stage 2 audit. It involves reviewing the documentation of the quality management system, evaluating the scope and objectives of the audit, and identifying any major gaps or nonconformities³⁴.

Stage 2 Opening Meeting: This is the meeting that marks the start of the stage 2 audit. It involves confirming the audit plan, the audit criteria, the audit scope, and the audit team. It also provides an opportunity for the auditee to ask any questions or raise any concerns³⁴.

Interviews: This is the main activity of the stage 2 audit, where the audit team collects evidence by interviewing the personnel involved in the quality management system, observing the processes and activities, and examining the records and documents. The audit team uses various techniques, such as sampling, measurement, analysis, and evaluation, to verify the conformity and effectiveness of the quality management system^{34,5}.

Stage 2 Closing Meeting: This is the meeting that marks the end of the stage 2 audit. It involves presenting the audit findings, the audit conclusions, and the audit report to the auditee. It also provides an opportunity for the auditee to provide feedback, ask questions, or dispute any findings³⁴.

Close-out of Stage 2 Audit Findings: This is the process of verifying that the auditee has taken appropriate corrective actions to address any nonconformities or opportunities for improvement identified during the stage 2 audit. The audit team may request evidence or conduct a follow-up visit to confirm the effectiveness of the corrective actions³⁴.

Issue Certificate: This is the process of issuing a certificate of conformity to the auditee, if the audit team is satisfied that the quality management system meets the requirements of the standard and that there are no major nonconformities or unresolved issues. The certificate is valid for a specified period, usually three years, and is subject to periodic surveillance audits³⁴.

Surveillance Audit: This is the process of conducting periodic audits, usually once a year, to monitor the continued conformity and effectiveness of the quality management system. It involves reviewing the changes, improvements, and performance of the quality management system, and identifying any new nonconformities or opportunities for improvement³⁴.

Follow-up Audit: This is the process of conducting an additional audit, usually in response to a significant change, a complaint, or a major nonconformity, to verify the impact and the corrective actions taken by the auditee. It may result in the suspension, withdrawal, or renewal of the certificate, depending on the outcome of the audit³⁴.

NEW QUESTION # 232

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