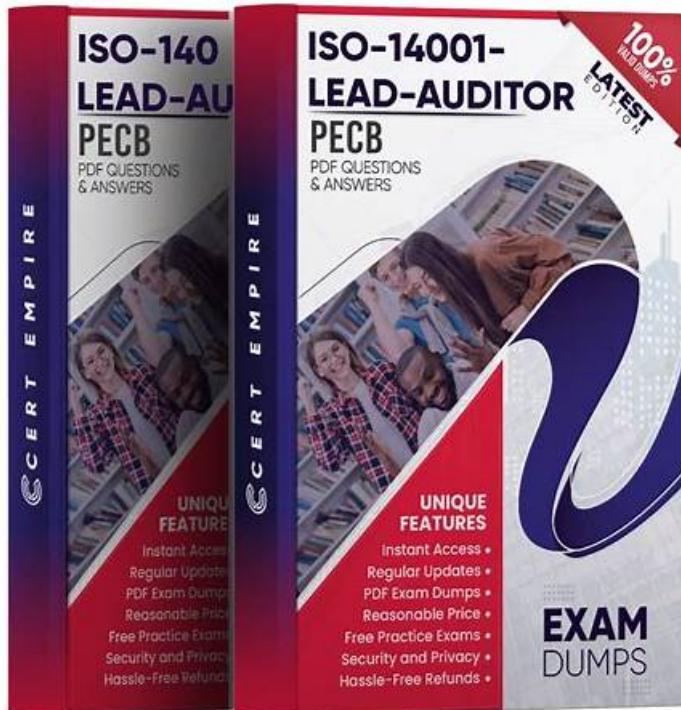


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## **PECB Certified EMS ISO 14001 Lead Auditor Exam Sample Questions (Q23-Q28):**

### NEW QUESTION # 23

ABC is a large lubricant oils manufacturer located in country A. Due to tax exemption and other economic issues, they decided to move the whole plant to a neighbouring country B. They moved every single piece of the plant (equipment, systems); the new plant has the same layout, the same dimensions, the same suppliers of raw materials and the same customers. Even more, most personnel accepted to move to country B.

They operate a third-party certified EMS; the certificate was transferred to the new plant after a half-day audit from the certification body. You are auditing ABC's EMS in the new location, representing ABC's largest customer. When interviewing the Environmental Manager (EM), you ask:

You: Can I see the plan you developed to keep under control the impact of the EMS due to the change of site?

EM: We listed all elements and processes of the EMS that might need to be changed and selected those that we considered needed a careful review and probably a revision.

Below you will find that list; select six that you consider will need to be revised.

- A. Legal requirements
- B. ABC's Environmental policy
- C. Personnel competence
- D. Requirements ABC chooses to comply with
- E. External issues related to the context of the organisation
- F. Process for assessing risks
- G. Significant environmental aspects
- H. Maintenance of infrastructure
- I. Roles and their responsibilities
- J. Emergencies from external conditions
- K. Environmental conditions

**Answer: A,C,E,G,J,K**

### NEW QUESTION # 24

Whistlekleen is a national dry cleaning and laundry organisation with 50 shops. You are conducting an EMS surveillance audit of Head Office and are sampling environmental performance measurement. You find that

80 per cent of failures to meet performance criteria originate from five shops in the same region. Most of these failures relate to the release of volatile organic compounds (VOCs) that exceeded regulations. The Environmental Manager tells you that these are the oldest shops in the organisation. The cleaning equipment needs replacing but the organisation cannot afford it at the moment.

On raising the matter with senior management, you are told that there are plans to replace the equipment in these shops over the next five years.

When reviewing the nonconformity report files, you find that the organisation is facing a legal dispute with the environmental authority over multiple breaches of environmental legislation.

Select the three best options for how this dispute should be handled by the organisation through its EMS.

- A. Advise the authority that timely corrective action will be taken.
- B. Conduct an internal enquiry to establish who is to blame.
- C. Investigate changing the cleaning process to use chemicals with lower VOC content.
- D. Advise the authority that the faulty equipment will be maintained more often.
- E. Ask to settle the court case by negotiation with the authority.
- F. Give an explanation to the authority of what went wrong.
- G. Monitor VOC emissions to ensure compliance with legal requirements.
- H. Offer to compensate employees for possible health implications.

**Answer: A,C,G**

### NEW QUESTION # 25

A group of 22 Italian restaurants in downtown San Francisco (US) established an EMS following the requirements of ISO 14001. You are performing an internal audit before the fourth certification cycle. The audit plan included an audit of the General Manager (GM) as the last interview before the closing meeting.

During the interview with the GM, you audit clause 10.3 (Continual improvement). The dialogue is as follows.

You: Could you please tell me how did you improve the EMS to enhance environmental performance (Clause 10.3)?

GM: One way to improve the EMS is to improve one or several of its processes. We decided to improve the water-consuming

processes in all our branches. We use water in many of our processes (e.g. to wash our kitchens, our cutlery, plates, and glasses, to keep our floors clean). The idea was to review these processes in detail to reduce the amount of water used per customer. Each of the 22 branches sent us their results, we analysed the data and found out that the average water consumption per customer was reduced by 13%; therefore, we improved our environmental performance. We are happy about that.

You: What about the results in each branch?

GM: Have a look at this table:

Branches that:	Number of branches
A Reduced the level of water consumption by more than 13%	13
B Reduced the water consumption by less than 13%	5
C Maintained the level water consumption	3
D Increased the water consumption	3

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Analysing this table, what would be your decision related to raising nonconformities to clause 10.3? Select two.

- A. I would raise a nonconformity for branches in D
- B. I would raise a nonconformity for branches in B
- C. I would not raise any nonconformity
- D. I would raise a nonconformity for the whole group
- E. I would raise an opportunity for improvement for branches in B, C, and D
- F. I would raise a nonconformity for branches in C and D

**Answer: A,E**

#### **NEW QUESTION # 26**

An organisation has ISO 14001 EMS certification from a third-party certification body. Which one of the following represents an advantage of having accredited certification?

- A. An increase in the number of clients.
- B. An increase in the marketing price of the organisation's products.
- C. Clarity of the audit report.
- D. Recognition of the credibility of the certification process.

**Answer: D**

Explanation:

Accredited certification under ISO 14001 refers to certification that has been issued by a certification body that is itself accredited by a national accreditation body. This provides formal recognition that the certification body is competent to perform audits and issue certifications in accordance with ISO/IEC 17021 standards.

According to guidance in ISO 14001 Lead Auditor training materials and ISO/IEC 17021, one of the key benefits of accredited certification is:

"Recognition of the credibility, impartiality, and technical competence of the certification process and the certification body issuing the certificate." This recognition:

Increases stakeholder confidence (e.g., regulators, clients, the public), Supports market access and tender qualifications, Confirms that audits are performed in accordance with international best practices.

Option D correctly reflects the most strategic and system-level benefit of accredited certification.

The other options (A, B, and C) may result indirectly or are not directly linked to the purpose of accreditation.

Reference:

ISO/IEC 17021:2015 - Requirements for bodies providing audit and certification of management systems ISO 14001 Lead Auditor Course Guide - Module on Certification and Accreditation ISO 14001:2015 - Clause 3.1.1 & 3.1.2 (definition of EMS and system credibility)

#### **NEW QUESTION # 27**

You are leading a recertification audit of XM, a manufacturer of cosmetics products. After the initial certification, XM moved to another site.

After the opening meeting, you are visiting the new site with the production manager (PM). The dialogue is as follows:

You: It seems that you are doing some work in the right-hand corner of the site.

PM: Yes, when we moved to this site, there was a very old, three-stories high building; it was almost empty, and we decided to demolish it and to build a new office for the administrative personnel. DEMO services are doing the job, which is almost over.

You: Do you know what the old building was used for?

PM: I was told that it was a warehouse for chemical storage, including a laboratory and toilets for the personnel. It had also a chimney, I do not know what for.

You: Did you consider it necessary to refer to some parts of the EMS for this work?

PM: No, we were busy moving all equipment and materials to the new site, we did not have time to care about something that was going to disappear.

Which four audit trail issues would you follow?

- A. DEMO's environmental policy
- B. Audit DEMO's head office personnel
- C. DEMO's quality policy
- D. Business information on DEMO
- E. XM's contract with DEMO to conduct the work
- F. Regulatory approval for DEMO's activities
- G. XM's supervision of DEMO when doing the work
- H. Environmental impacts related to the demolition

**Answer: E,F,G,H**

Explanation:

According to ISO 14001:2015:

Clause 6.1.2 & 6.1.4 (Environmental aspects and planning actions): demolition impacts must be identified and controlled (C).

Clause 8.1 (Operational planning and control): control of outsourced processes (supervision and contract requirements) (B, E).

Clause 9.1.2 (Compliance obligations): regulatory approvals for demolition (H).

The subcontractor's internal policies (A, D, F, G) are generally not part of XM's EMS obligations.

Reference: ISO 14001:2015 Clauses 6.1.2, 6.1.4, 8.1, 9.1.2.

## NEW QUESTION # 28

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