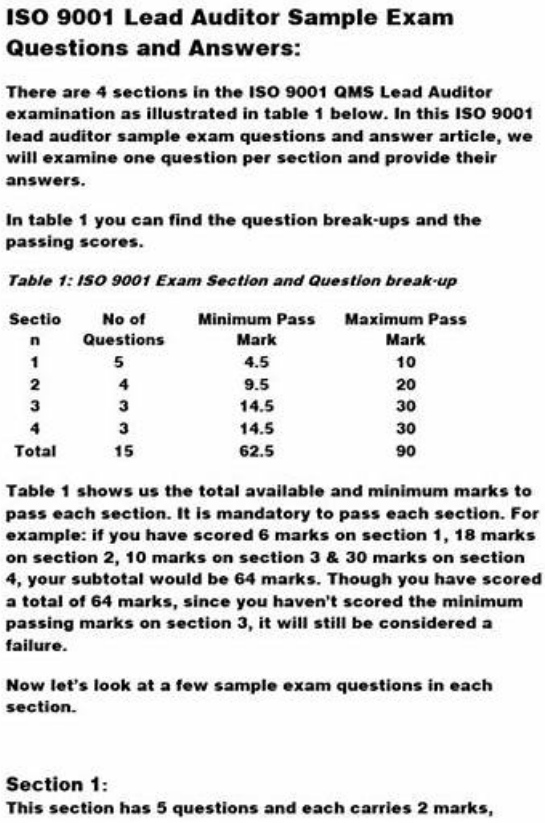
100% Pass Quiz Unparalleled Reliable ISO-9001-Lead-Auditor Exam Topics - QMS ISO 9001:2015 Lead Auditor Exam Online Version



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,

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

Topic	Details
Topic 1	• Conducting an ISO 9001 audit: It evaluates your skills to conduct a QMS audit.
Topic 2	• 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 3	• Managing an ISO 9001 audit program: This topic evaluates your abilities to establish and managing a QMS audit program.

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PECB QMS ISO 9001:2015 Lead Auditor Exam Sample Questions (Q103-Q108):

NEW QUESTION # 103
ISO 9001 requires that the organisation shall continually improve the quality management system.
Select the two options for how this can best be achieved.

- A. Send the Chief Executive on an ISO 9001 course
- B. Use the management review process to identify improvements
- C. Communicate a policy commitment to continual improvement
- D. Require higher standards for the work being done
- E. Appoint external consultants to train quality control staff
- F. Require that all employees make fewer mistakes

Answer: B,C

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
Correct Option B - "Communicate a policy commitment to continual improvement" This aligns directly with Clause 5.2.1(d) of ISO 9001:2015, which states that the quality policy shall include a commitment to continual improvement of the QMS:
"Top management shall establish, implement and maintain a quality policy that... includes a commitment to continual improvement of the quality management system." A clearly communicated policy sets expectations and a strategic direction that cascades throughout the organization, promoting a culture that values ongoing enhancement.
Correct Option F - "Use the management review process to identify improvements" This is based on Clause 9.3.3 of ISO 9001:2015, which specifies that outputs of management reviews must include decisions and actions related to:
"a) opportunities for improvement;
b) any need for changes to the quality management system;
c) resource needs."
The management review process is a structured mechanism to analyze data, monitor performance, assess risks and opportunities, and drive continual improvement initiatives.
Why the Other Options Are Incorrect:
A (Appoint external consultants to train staff): While training may help improve competence, ISO 9001 emphasizes internal process evaluation and strategic improvement. This option is not directly aligned with the systematic improvement of the QMS.
C (Require higher standards): Higher standards alone don't ensure continual improvement unless supported by a structured QMS approach involving evaluation, planning, and measurement.
D (Require fewer mistakes): Unrealistic or unqualified demands like "make fewer mistakes" don't support structured process-based improvement and may conflict with ISO's emphasis on risk-based thinking and root cause analysis.
E (Send Chief Executive on a course): While leadership involvement is vital (Clause 5), this action by itself does not constitute a continual improvement mechanism for the QMS.
References:
ISO 9001:2015 Clause 5.2.1(d) - Establishing the Quality Policy
ISO 9001:2015 Clause 9.3.3 - Management Review Outputs
ISO 9001:2015 Clause 10.3 - Continual Improvement

NEW QUESTION # 104
Select six of the activities that are specifically required by ISO 17021-1 as part third-party (Certification Body) surveillance audit processes.

- A. Failing to meet financial responsibilities.
- B. Handling of customer complaints since last visit.
- C. Review changes to the QMS since last visit.
- D. Review the calibration status of the instrumentation.
- E. Review the status of previously raised findings and audit effectiveness of any outstanding findings.
- F. Audit use of certification marks on marketing materials.
- G. Conduct a minimum number of annual surveillance audits during the certification period.
- H. Complete a full document review of the quality management system.
- I. Verify legal compliance.
- J. Confirm effectiveness of internal audit and management review.

Answer: B,C,E,F,I,J

Explanation:
The activities that are specifically required by ISO 17021-1 as part of third-party (Certification Body) surveillance audit processes are:
*Option A: Audit use of certification marks on marketing materials. This option is correct because ISO 17021-1:2015 clause 9.6.2.2 requires the certification body to audit the client's use of marks and/or any other reference to certification, as applicable, to ensure conformity with the certification requirements.
*Option B: Review changes to the QMS since last visit. This option is correct because ISO 17021-1:2015 clause 9.6.2.2 requires the certification body to review any changes affecting the client's quality management system and its ability to continue to fulfil the requirements of the standard used for certification.
*Option C: Confirm effectiveness of internal audit and management review. This option is correct because ISO 17021-1:2015 clause 9.6.2.2 requires the certification body to confirm the continuing effectiveness of the client's quality management system, including the effectiveness of the internal audit and management review processes.
*Option F: Review the status of previously raised findings and audit effectiveness of any outstanding findings.
This option is correct because ISO 17021-1:2015 clause 9.6.2.2 requires the certification body to review the status of findings and any corrective actions taken by the client in response to previous audits, and to verify the effectiveness of the implemented corrective actions.
*Option H: Verify legal compliance. This option is correct because ISO 17021-1:2015 clause 9.6.2.2 requires the certification body to verify the client's compliance with applicable statutory and regulatory requirements related to the scope of certification.
*Option I: Handling of customer complaints since last visit. This option is correct because ISO 17021-1:2015 clause 9.6.2.2 requires the certification body to review the client's handling of customer complaints related to the certified activities since the last audit.
The following options are not correct:
*Option D: Complete a full document review of the quality management system. This option is not correct because ISO 17021-1:2015 clause 9.6.2.2 does not require the certification body to complete a full document review of the quality management system during surveillance audits. A full document review is only required during the initial certification audit or when there are significant changes to the quality management system or the certification requirements.
*Option E: Failing to meet financial responsibilities. This option is not correct because ISO 17021-1:2015 clause 9.6.2.2 does not require the certification body to audit the client's financial responsibilities during surveillance audits. The certification body may have contractual arrangements with the client regarding the payment of fees, but this is not part of the surveillance audit process.
*Option G: Review the calibration status of the instrumentation. This option is not correct because ISO 17021-1:2015 clause 9.6.2.2 does not require the certification body to review the calibration status of the instrumentation during surveillance audits. The certification body may audit the client's monitoring and measuring resources as part of the quality management system requirements, but this is not a specific activity required by ISO 17021-1.
*Option J: Conduct a minimum number of annual surveillance audits during the certification period. This option is not correct because ISO 17021-1:2015 clause 9.6.2.2 does not require the certification body to conduct a minimum number of annual surveillance audits during the certification period. The certification body may determine the frequency and duration of surveillance audits based on the risk and performance of the client, but this is not a specific activity required by ISO 17021-1.
References:
*ISO 17021-1:2015 Conformity assessment - Requirements for bodies providing audit and certification of management systems - Part 1: Requirements
*ISO 9001 Lead Auditor Course Material, Module 7: Audit Follow-up and Surveillance, Slide 8: Surveillance Audit
*ISO 9001 Lead Auditor Training Course - IRCA Certified, Section 7.2: Audit Follow-up and Surveillance
*Lead Auditor Exam Preparation Guide (EPG) Template - PECB, Section 3.2: Exam Content Outline, Subsection 3.2.1: Section 1

- Audit Fundamentals, Subsection 3.2.2: Section 2 - Audit Principles, Subsection 3.2.3: Section 3 - Audit Process, Subsection 3.2.4: Section 4 - Audit Competencies

NEW QUESTION # 105
You are conducting an ISO 9001 audit of a Materials Recycling Facility (MRF). 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." Which two. of the following actions would you take to investigate further?

- A. Determine whether there are quality objectives for reducing rejected material.
- B. Determine what happens to the waste products.
- C. Find out if operators have regular hearing tests.
- D. Ask to review the percentage of waste materials.
- E. Check the process for handling nonconforming items.
- F. Ask about operator PPE (Personal Protective Equipment).

Answer: B,E

Explanation:
According to the ISO 9001:2015 standard, clause 8.7 requires that an organization identify and control any nonconforming outputs that do not conform to the requirements of the customer or other relevant requirements. Nonconforming outputs are any outputs from the process, product or service that do not meet the specified quality criteria. Nonconforming outputs must be dealt with in one or more of the following ways:
Correction of the nonconformity
Segregation, containment, return or suspension of provision of products and services Informing the customer Authorisation for acceptance under concession The organization must also retain documented information on the description of the nonconformity, the actions taken, any concessions obtained, and the identification of the authority deciding the action to resolve the nonconformity.
In this scenario, you have interviewed a line supervisor who is responsible for managing a manual picking line where operators are removing contaminant materials from incoming products. The supervisor has explained that these plastic items are rejected at this stage because they do not meet their processing standards and they can damage their machinery and compromise their quality standards. The supervisor has also mentioned that some of these rejected items are melted down in another process later on and some are disposed of as waste products that cannot be recycled.
Based on this information, you can investigate further by taking two actions:
A: Check the process for handling nonconforming items: You can verify whether there is a documented procedure for identifying, segregating, containing, returning or suspending provision of nonconforming items at this stage. You can also check whether there is a system for informing customers about any nonconforming items that may affect their satisfaction or expectations.
D: Determine what happens to the waste products: You can verify whether there is a documented procedure for disposing of waste products that cannot be recycled as per environmental regulations and customer requirements.
These two actions would help you to determine whether there are any nonconforming outputs at this stage and how they are controlled by the organization.

NEW QUESTION # 106
Which action indicates that an organization is meeting the requirements of ISO 9001 regarding nonconforming outputs?

- A. Allowing employees to handle nonconformities based on their own judgment without structured procedures.
- B. Taking appropriate action to nonconforming products and services detected after the delivery of products, during or after the provision of services.
- C. Retaining documented information only on the actions taken.
- D. Verifying conformity to the applicable requirements prior to correction of the nonconforming outputs.

Answer: B

Explanation:
Comprehensive and Detailed In-Depth Explanation:
ISO 9001:2015 requires organizations to identify and control nonconforming outputs to prevent unintended use or delivery.
Clause References:
* Clause 8.7 (Control of Nonconforming Outputs): Organizations must ensure that nonconforming outputs are identified and controlled to prevent unintended use or delivery.
* Clause 10.2 (Nonconformity and Corrective Action): Requires organizations to take appropriate actions when nonconformities are found, including during or after service provision.
Why is the Correct Answer C?
* If nonconforming products or services are identified after delivery or during service, organizations must take corrective actions to protect customers and stakeholders.
* Actions may include recalls, rework, customer notifications, compensation, or process improvements.
* This approach aligns with ISO 9001:2015, ensuring that products/services consistently meet requirements.
Why are the Other Options Incorrect?
* A (Retaining documentation only) # While documentation is required, it alone does not ensure proper handling of nonconforming outputs.
* B (Verifying conformity before correction) # While verification is good practice, ISO 9001 prioritizes corrective action over mere verification.
* D (Allowing employees to handle nonconformities without structure) # ISO 9001 requires documented procedures for handling nonconformities (Clause 8.7).

NEW QUESTION # 107
Select six tasks you would expect to be completed at the audit team meeting of a third-party audit team leader and his audit team in preparation for a Closing meeting for a four-day initial certification audit.

- A. Agree the roles of each audit team member for the closing meeting.
- B. Audit team leader completes final report, including individual findings and certification recommendation.
- C. Final audit team meeting to agree findings and categories including clarification of any uncertainties.
- D. Audit team review any points raised by the auditee nominated representative.
- E. Audit team complete final version of their individual findings.
- F. Write the audit finding report out when detected and obtain signature of the auditee.
- G. Audit team agree final audit outcome recommendation.
- H. Re-audit corrective actions taken to correct findings found during the audit.
- I. Audit team leader informs the individual(s) managing the audit programme that the closing meeting is ready to be held.
- J. Hold daily audit team meeting to review any timetable issues and potential findings and their impact on the audit for other team members.

Answer: A,C,D,E,G,H

Explanation:
The tasks that are expected to be completed at the audit team meeting of a third-party audit team leader and his audit team in preparation for a Closing meeting for a four-day initial certification audit are:
*Option C: Final audit team meeting to agree findings and categories including clarification of any uncertainties. This option is correct because the audit team meeting is an opportunity for the audit team leader and the audit team members to review and consolidate the audit findings, to ensure that they are clear, accurate, objective, and supported by sufficient audit evidence. The audit team should also agree on the categories of the findings, such as nonconformity, observation, or opportunity for improvement, and resolve any uncertainties or disagreements among the audit team members.
*Option D: Agree the roles of each audit team member for the closing meeting. This option is correct because the audit team meeting is an opportunity for the audit team leader to assign the roles and responsibilities of each audit team member for the closing meeting, such as presenting the audit findings, answering questions, or taking notes. The audit team leader should also ensure that the audit team members are prepared and confident to perform their roles and to communicate effectively with the auditee.
*Option E: Audit team review any points raised by the auditee nominated representative. This option is correct because the audit team meeting is an opportunity for the audit team to review any points raised by the auditee nominated representative during the audit, such as requests for clarification, feedback, or complaints. The audit team should consider the validity and relevance of the points raised and decide how to address them in the closing meeting or in the audit report.
*Option F: Audit team agree final audit outcome recommendation. This option is correct because the audit team meeting is an opportunity for the audit team to agree on the final audit outcome recommendation, based on the audit findings and the audit criteria. The audit team should also consider the implications and consequences of the audit outcome recommendation for the auditee and the certification body, and ensure that the recommendation is consistent and justified.

*Option H: Audit team complete final version of their individual findings. This option is correct because the audit team meeting is an opportunity for the audit team to complete the final version of their individual findings, based on the agreement and feedback from the audit team meeting. The audit team should ensure that their individual findings are written in a clear, concise, and factual manner, and that they include the audit criteria, the audit evidence, and the audit conclusion. The audit team should also submit their individual findings to the audit team leader for review and approval.
*Option I: Re-audit corrective actions taken to correct findings found during the audit. This option is correct because the audit team meeting is an opportunity for the audit team to re-audit the corrective actions taken by the auditee to correct the findings found during the audit, if applicable and feasible. The audit team should verify the effectiveness and adequacy of the corrective actions and update the audit findings accordingly. The audit team should also document the results of the re-audit and communicate them to the auditee.
The following options are not correct:
*Option A: Audit team leader informs the individual(s) managing the audit programme that the closing meeting is ready to be held. This option is not correct because this task is not part of the audit team meeting, but part of the communication between the audit team leader and the individual(s) managing the audit programme. The audit team leader should inform the individual(s) managing the audit programme that the closing meeting is ready to be held after the audit team meeting, when the audit team has completed all the tasks and is ready to present the audit results to the auditee.
*Option B: Hold daily audit team meeting to review any timetable issues and potential findings and their impact on the audit for other team members. This option is not correct because this task is not part of the final audit team meeting, but part of the daily audit team meetings that are held during the audit. The daily audit team meetings are opportunities for the audit team to review the progress and performance of the audit, to identify and resolve any issues or problems, and to coordinate and adjust the audit plan and activities as needed.
*Option G: Audit team leader completes final report, including individual findings and certification recommendation. This option is not correct because this task is not part of the audit team meeting, but part of the audit reporting process. The audit team leader should complete the final report, including the individual findings and the certification recommendation, after the closing meeting, when the audit team has received and considered the feedback and comments from the auditee. The audit team leader should also ensure that the final report is reviewed and approved by the appropriate authorities before issuing it to the auditee and the certification body.
*Option J: Write the audit finding report out when detected and obtain signature of the auditee. This option is not correct because this task is not part of the audit team meeting, but part of the audit evidence collection and documentation process. The audit team should write the audit finding report out when detected and obtain the signature of the auditee during the audit, when the audit team has observed and verified the audit evidence and has communicated the audit finding to the auditee. The signature of the auditee does not indicate acceptance or agreement with the audit finding, but only acknowledgement of receipt.
References:
*ISO 19011:2018 Guidelines for auditing management systems, Clause 6.4.2: Conducting audit activities, Subclause i) and j)
*ISO 9001 Lead Auditor Course Material, Module 5: Conducting an Audit, Slide 19: Audit Team Meeting
*ISO 9001 Lead Auditor Training Course - IRCA Certified, Section 5.4: Audit Team Meeting
*Lead Auditor Exam Preparation Guide (EPG) Template - PECB, Section 3.2: Exam Content Outline, Subsection 3.2.1: Section 1 - Audit Fundamentals, Subsection 3.2.2: Section 2 - Audit Principles, Subsection
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NEW QUESTION # 108
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