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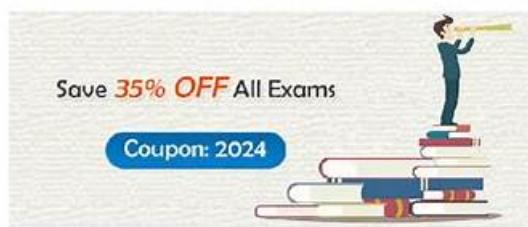
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## Auditor Exam

These QMS ISO 9001:2015 Lead Auditor Exam (ISO-9001-Lead-Auditor) practice exams contain all the ISO-9001-Lead-Auditor questions that clearly and completely elaborate on the difficulties and hurdles you will face in the final QMS ISO 9001:2015 Lead Auditor Exam (ISO-9001-Lead-Auditor) exam. QMS ISO 9001:2015 Lead Auditor Exam (ISO-9001-Lead-Auditor) practice test is customizable so that you can change the timings of each session. Lead2Passed desktop PECB ISO-9001-Lead-Auditor Practice Test questions software is only compatible with windows and easy to use for everyone.

## PECB QMS ISO 9001:2015 Lead Auditor Exam Sample Questions (Q96-Q101):

### NEW QUESTION # 96

You are the supervisor in Production of a medium size manufacturing organisation. You are qualified as an internal auditor. The Quality Manager asks you to lead the next internal audit of Production and Logistics Dispatch. The audit team includes two other internal auditors.

□

#### Answer:

Explanation:

□ Explanation:

Here is the correct matching of actions to the statements in the context of leading the internal audit:

- \* If practicable carry out a formal opening meeting
- \* You should not audit production (as you are a supervisor in that area, and this would compromise audit objectivity)
- \* You need not change the audit team (unless there is a specific reason, such as conflict of interest)
- \* You must raise audit findings if necessary (this is a key responsibility of an auditor when nonconformities are found)
- \* You must not send the audit report to the Quality Manager (the audit report must be reviewed first; it is typically part of the internal audit process to go through necessary channels before final submission)
- \* You should send the audit report to the Quality Manager (after appropriate reviews and approvals) This reflects key principles of conducting an internal audit according to ISO 9001:2015, ensuring objectivity, proper documentation, and clear reporting procedures.

### NEW QUESTION # 97

State the correct sequence of events in the certification process for an organisation to obtain third-party accredited certification to ISO 9001.

□

#### Answer:

Explanation:

□ Reference: ISO 9001:2015 Clause 9.2 emphasizes the planning of audits and their scheduling to achieve desired results.

Step 2: Conduct Certification Audit Stages The certification process includes a two-stage audit.

Stage 1 Audit: Review of documentation to verify readiness and understanding of the Quality Management System (QMS).

Stage 2 Audit: A detailed evaluation of the implementation and effectiveness of the QMS against ISO 9001 requirements. Reference: Clause 8.1 of ISO 9001:2015 discusses operational planning and control, which includes the preparation for audit activities.

Step 3: Award ISO 9001 Certificate After successfully completing the certification audits and resolving any identified non-conformities, the certification body awards the ISO 9001 certificate. This certificate demonstrates that the organization's QMS meets the ISO 9001 standard. Reference: Clause 10 of ISO 9001:

2015 focuses on continual improvement and conformity, which leads to the certification issuance.

Step 4: Accredit Certification Body Certification bodies must be accredited to ensure they meet international standards for certification. Accreditation is conducted by bodies like UKAS (United Kingdom Accreditation Service) or ANAB (ANSI National Accreditation Board), ensuring the credibility and global acceptance of the certification process. Reference: Clause 7.1.5 of ISO 9001 covers resource monitoring, which supports the integrity of the certification process.

By following these steps, organizations can ensure an effective and compliant certification process, achieving ISO 9001 certification.

### NEW QUESTION # 98

Scenario 5: Mechanical-Electro (ME) Audit Stages

Mechanical-Electro, better known as ME, is an American company that provides mechanical and electrical services in China. Their services range from air-conditioning systems, ventilation systems, plumbing, to installation of electrical equipment in automobile

plants, electronic manufacturing facilities, and food processing plants.

Due to the fierce competition from local Chinese companies and failing to meet customer requirements, ME's revenue dropped significantly. In addition, customers' trust and confidence in the company decreased, and the reputation of the company was damaged.

In light of these developments, the top management of ME decided to implement a quality management system (QMS) based on ISO 9001. After having an effective QMS in place for over a year, they applied for a certification audit.

A team of four auditors was appointed for the audit, including Li Na as the audit team leader. Initially, the audit team conducted a general review of ME's documents, including the quality policy, operational procedures, inventory lists, QMS scope, process documentation, training records, and previous audit reports.

Li Na stated that this would allow the team to maintain a systematic and structured approach to gathering documents for all audit stages. While reviewing the documented information, the team observed some minor issues but did not identify any major nonconformities. Therefore, Li Na claimed that it was not necessary to prepare a report or conduct a meeting with ME's representatives at that stage of the audit. She stated that all areas of concern would be discussed in the next phase of the audit. Following the on-site activities and the opening meeting with ME's top management, the audit team structured an audit test plan to verify whether ME's QMS conformed to Clause 8.2.1 (Customer Communication) of ISO 9001.

To do so, they gathered information through group interviews and sampling. Li Na conducted interviews with departmental managers in the first group and then with top management. In addition, she chose a sampling method that sufficiently represented customer complaints from both areas of ME's operations.

The team members were responsible for the sampling procedure. They selected a sample size of 4 out of 45 customer complaints received weekly for electrical services and 2 out of 10 complaints for mechanical services.

Afterward, the audit team evaluated the evidence against the audit criteria and generated the audit findings.

According to general principles of sampling procedure, did the audit team select a valid sample for electrical services?

- A. Yes, the selected sample size is proportionate to the population.
- B. No, the selected sample size is high compared to the population, as for a population from 13 to 52 the minimum sample size should be 10.
- C. No, the selected sample size is low compared to the population, as for a population from 13 to 52 the minimum sample size should be 5.

**Answer: C**

Explanation:

Comprehensive and Detailed In-Depth Explanation:

The audit team selected 4 out of 45 customer complaints for electrical services, which is too low based on standard statistical sampling methods. According to ISO 19011:2018 (Guidelines for Auditing Management Systems), for a population size between 13 and 52, a minimum sample size should be 5 to achieve a reasonable level of confidence.

This means the selected sample (4 complaints) was insufficient and did not align with standard sampling procedures. Therefore, the correct answer is A.

Reference:

ISO 19011:2018, Clause 6.4.5 (Sampling Methods in Auditing)

## NEW QUESTION # 99

In the context of a management system audit, identify the sequence of a typical process for collecting and verifying information. The first one has been done for you.

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

**Answer:**

Explanation:

Explanation:

Identifying the source of information

Sampling available data

Gathering audit evidence

Verifying objective evidence

Evaluating evidence against the audit criteria

Making audit conclusions

Evaluating against the audit criteria

According to ISO 19011:2018, clause 6.4, the process of collecting and verifying information during an audit involves the following steps1:

Identifying the source of information: The audit team should identify the sources of information that are relevant to the audit objectives, scope and criteria. These sources may include documents, records, personnel, processes, activities, facilities, equipment, etc. The audit team should also determine the methods and tools for accessing and collecting the information, such as interviews, observations, document review, sampling, etc.

Sampling available data: The audit team should select a representative sample of the available data to verify the conformity and effectiveness of the management system. The sample size and selection method should be based on the audit objectives, scope and criteria, as well as the level of confidence and risk. The audit team should also consider the validity, reliability, relevance and sufficiency of the data.

Gathering audit evidence: The audit team should use the methods and tools identified in the previous step to collect audit evidence, which is the records, statements of fact or other information that are relevant to the audit criteria and verifiable. The audit team should record the audit evidence in a clear, concise and objective manner, using notes, checklists, photographs, audio or video recordings, etc.

Verifying objective evidence: The audit team should verify the accuracy, completeness and authenticity of the audit evidence collected. This may involve cross-checking different sources of information, confirming the identity and authority of the persons providing the information, examining the original documents or records, etc. The audit team should also identify any discrepancies, inconsistencies or gaps in the audit evidence.

Evaluating evidence against the audit criteria: The audit team should compare the audit evidence with the audit criteria to determine the extent of conformity and nonconformity. The audit team should also identify any opportunities for improvement, best practices, positive aspects or potential risks. The audit team should use professional judgement and apply the principles of auditing when evaluating the audit evidence.

Making audit conclusions: The audit team should consolidate the audit findings and evaluate the overall performance and effectiveness of the management system. The audit team should also consider the audit objectives, scope and criteria, as well as the context and expectations of the auditee and other interested parties. The audit team should provide a clear, concise and objective statement of the audit conclusions, which may include the degree of conformity, the achievement of the intended outcomes, the need for corrective actions, the suitability for certification, etc.

Evaluating against the audit criteria: The audit team should review the audit conclusions and ensure that they are consistent with the audit criteria and supported by sufficient and appropriate audit evidence. The audit team should also ensure that the audit conclusions are communicated to the auditee and other relevant parties in a timely and effective manner, using the agreed audit report format and distribution method.

References: ISO 19011:2018(en), Guidelines for auditing management systems

## NEW QUESTION # 100

Scenario 1: AL-TAX is a company located in California which provides financial and accounting services.

The company manages the finances of 17 companies and now is seeking to expand their business even more. The CEO of AL-TAX, Liam Durham, claims that the company seeks to provide top-notch services to their clients. Recently, there were a number of new companies interested in the services provided by AL-TAX.

In order to fulfill the requirements of new clients and further improve quality, Liam discussed with other top management members the idea of implementing a quality management system (QMS) based on ISO 9001.

During the discussion, one of the members of the top management claimed that the size of the company was not large enough to implement a QMS. In addition, another member claimed that a QMS is not applicable for the industry in which AL TAX operates. However, as the majority of the members voted for implementing the QMS, Liam initiated the project.

Initially, Liam hired an experienced consultant to help AL-TAX with the implementation of the QMS. They started by planning and developing processes and methods for the establishment of a QMS based on ISO

9001. Furthermore, they ensured that the quality policy is appropriate to the purpose and context of AL TAX and communicated to all employees. In addition, they also tried to follow a process that enables the company to ensure that its processes are adequately resourced and managed, and that improvement opportunities are determined.

During the implementation process, Liam and the consultant focused on determining the factors that could hinder their processes from achieving the planned results and implemented some preventive actions in order to avoid potential nonconformities. Six months after the implementation of the QMS, AL-TAX conducted an internal audit. The results of the internal audit revealed that the QMS was not fulfilling all requirements of ISO 9001. A serious issue was that the QMS was not fulfilling the requirements of clause 5.1.2 Customer focus and had also not ensured clear and open communication channels with suppliers.

Throughout the next three years, the company worked on improving its QMS through the PDCA cycle in the respective areas. To assess the effectiveness of the intended actions while causing minimal disruptions, they tested changes that need to be made on a smaller scale. After taking necessary actions, AL-TAX decided to apply for certification against ISO 9001.

Based on the scenario above, answer the following question:

The CEO of AL-TAX hired an experienced consultant to help with the implementation of the QMS. Is this required from ISO 9001?

- A. No, contracting external consultants is not required.

- B. Yes, especially for companies that do not have competent personnel.
- C. Yes, external advice is necessary for an effective implementation.

#### Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation:

ISO 9001:2015 does not require an organization to hire external consultants for the implementation of a Quality Management System (QMS). Clause 7.2 (Competence) states that an organization must ensure that personnel are competent based on education, training, or experience. However, it does not mandate hiring an external consultant. The organization can choose to develop internal competency or seek external assistance at its discretion.

Additionally, Clause 5.1.1 (Leadership and Commitment) specifies that top management is accountable for the effectiveness of the QMS, including ensuring sufficient resources and competent personnel. Hiring an external consultant is an option, not a requirement.

Reference:

ISO 9001:2015, Clause 7.2 - Competence

ISO 9001:2015, Clause 5.1.1 - Leadership and Commitment

#### NEW QUESTION # 101

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