

# ISO-9001-Lead-Auditor Test Questions Vce - Clearer ISO-9001-Lead-Auditor Explanation

## ISO 9001 Lead Auditor Sample Exam Questions and Answers

May 22, 2021 - Posted by Saranya Vinayak - Exam ISO 9001:2015

### CQI IRCA Certified ISO 9001 Lead Auditor Sample Exam Questions and Answers

To successfully complete [CQI IRCA Certified ISO 9001 QMS Lead Auditor course](#), learners must pass both the continuous evaluation and the final examination.

#### 1. Continuous Evaluation

It is a formative assessment that will be held throughout the 5 days course. You will undergo audit activities, and be provided daily feedback on your progress which will help you increase your knowledge in performing audits. The activities of each delegate are graded by the tutor. You need to successfully complete all the activities and score a minimum passing grade in the [continuous evaluation](#).

#### 2. Final Examination

Here are some of the key details you need to know before appearing for the final examination.

1. The duration of the exam is 120 Minutes, however, if you are a non-native speaker you will be given an extra 24 Minutes in addition to the 120 Minutes.
2. The exam is conducted both in class or online depending on the mode of your training. (3FOLD Education Centre conducts the [entire training](#) and the [final exam online](#))
3. The only resource that you can use during the exam is the relevant ISO Scheme standard ISO 9001:2015. It is not permissible to use ISO 19011 standard.
4. English dictionary is allowed, however, it is not found useful by many of the participants.

## 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	Maxim
1	5	4.5	
2	4	9.5	

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

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>• Closing an ISO 9001 audit: The topic focuses on concluding a QMS audit and conducting audit follow-up activities.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>• Managing an ISO 9001 audit program: This topic evaluates your abilities to establish and managing a QMS audit program.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>• Fundamental audit concepts and principles: Questions about interpreting and applying the main concepts and principles related to a QMS audit appear in this topic.</li> </ul>

## PECB QMS ISO 9001:2015 Lead Auditor Exam Sample Questions (Q64-Q69):

### NEW QUESTION # 64

You will lead a third-party audit next Monday on ABC, an organisation that provides services for cleaning windows from the outside of tall buildings. They work on demand, and usually have 4-5 orders per week. All documented information on these activities is kept at the central office.

On Friday evening, before the audit, you are informed by mail that customers cancelled all orders for the next week; therefore, the auditors will not have the chance to see them working at the customer's premises, but the field supervisors will be available at the ABC offices.

You have prepared the audit plan and the checklist. Choose the best action you would take:

- A. Ask the Certification Body you work for how to proceed with the audit.
- B. Start the audit on Monday at ABC's as planned, interviewing the functions that regularly work at the central office, and plan visits to ABC customers wherever they may be working during the following week.
- C. Start the audit on Monday as planned, interviewing the functions that regularly work at the central office, and visit another customer's premises they cleaned the week before.
- D. Complete the audit but ask the quality manager to clean some windows at the ABC's office, simulating the process they carry out at customers' premises.

### Answer: A

Explanation:

According to ISO 19011:2018, clause 6.3.3, the audit plan should be reviewed and revised as necessary to address changes that occur during the audit planning. The audit plan should be agreed upon, preferably in writing, by the audit team leader, the audit client and the auditee1. Therefore, if there is a significant change in the auditee's situation, such as the cancellation of all orders for the next week, the audit plan should be reviewed and revised accordingly, with the agreement of all parties involved.

According to ISO/IEC 17021-1:2015, clause 9.1.4, the certification body should have a process to ensure that the audit team has the competence to achieve the audit objectives, and that the audit methods are appropriate for the scope and complexity of the audit. The certification body should also have a process to ensure that the audit is conducted under reasonable conditions and within a reasonable time frame2. Therefore, if there is a risk that the audit objectives cannot be achieved, or that the audit methods are not suitable, due to the change in the auditee's situation, the certification body should be consulted and informed on how to proceed with the audit.

Therefore, the best action to take is B, ask the certification body you work for how to proceed with the audit.

This action will ensure that the audit plan is revised and agreed upon by all parties, and that the audit team has the competence and the methods to conduct the audit effectively and efficiently. The other options are not correct, as they may compromise the quality and validity of the audit:

\*A. Start the audit on Monday at ABC's as planned, interviewing the functions that regularly work at the central office, and plan visits to ABC customers wherever they may be working during the following week:

This action may not be feasible or acceptable, as it may extend the audit duration and cost beyond the agreed terms, and it may not

provide sufficient and appropriate audit evidence to verify the conformity and effectiveness of the auditee's processes. Moreover, this action may not be agreed upon by the audit client and the auditee, and it may not be approved by the certification body.

\*C. Start the audit on Monday as planned, interviewing the functions that regularly work at the central office, and visit another customer's premises they cleaned the week before: This action may not be relevant or reliable, as it may not reflect the current performance and condition of the auditee's processes. The audit evidence collected from the previous customer may not be valid or representative of the audit criteria, and it may not address the risks and opportunities associated with the auditee's context and objectives. Moreover, this action may not be agreed upon by the audit client and the auditee, and it may not be approved by the certification body.

\*D. Complete the audit but ask the quality manager to clean some windows at the ABC's office, simulating the process they carry out at customers' premises: This action may not be objective or impartial, as it may introduce bias and influence in the audit process. The audit evidence collected from the simulated process may not be accurate or authentic, and it may not demonstrate the actual capability and effectiveness of the auditee's processes. Moreover, this action may not be ethical or professional, as it may compromise the integrity and credibility of the audit and the certification.

References: ISO 19011:2018(en), Guidelines for auditing management systems, ISO/IEC 17021-1:2015(en), Conformity assessment - Requirements for bodies providing audit and certification of management systems

- Part 1: Requirements

## NEW QUESTION # 65

Scenario 3:

Fin-Pro is a financial institution in Austria offering commercial banking, wealth management, and investment services. The company faced a significant loss of customers due to failing to improve service quality as they expanded.

To regain customer confidence, top management implemented a QMS based on ISO 9001. After a year, they contacted ACB, a local certification body, to pursue ISO 9001 certification.

The audit team was led by Emilia, an experienced lead auditor, and included three auditors. After an agreement was reached, ACB sent the audit objectives to the audit team.

The audit team began by gathering information about Fin-Pro's understanding of ISO 9001 requirements.

While reviewing documented information, they noticed missing records of training and awareness sessions.

They conducted employee interviews to verify attendance.

The team also reviewed the organizational chart and job descriptions to confirm employee competence. They observed the company's working environment (social, psychological, and physical conditions).

The audit team analyzed the evidence and prepared an audit report with findings and conclusions.

What type of evidence has been collected by the ACB's audit team, as presented in scenario 3?

- A. Physical, verbal, analytical.
- B. **Verbal, documentary, physical**
- C. Documentary, confirmative, verbal.
- D. Observational, secondary, qualitative.

### Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation:

Audit evidence includes information collected through different methods to assess compliance with ISO 9001: 2015 requirements.

Clause References:

ISO 19011:2018, Clause 6.4.6 - Audit Evidence: Audit evidence must be objective, verifiable, and based on facts.

ISO 9001:2015, Clause 9.1.1 - Monitoring, Measurement, Analysis, and Evaluation: Requires organizations to collect and analyze data from multiple sources to verify effectiveness.

Types of Audit Evidence Collected in Scenario 3:

Verbal Evidence - Employee interviews regarding training and awareness sessions.

Documentary Evidence - Organizational charts, job descriptions, training records.

Physical Evidence - Workplace observations to assess working conditions.

Why is the Correct Answer B?

The audit team used a combination of verbal (interviews), documentary (records), and physical (site observations) evidence.

This triangulation approach enhances audit reliability and ensures compliance verification.

Why are the Other Options Incorrect?

A (Confirmative evidence) # Not a formal audit term in ISO 9001 or ISO 19011.

C (Analytical evidence) # Incorrect, as analysis was not a primary method used.

D (Qualitative evidence only) # Incorrect because the audit involved both qualitative (interviews) and quantitative (documents, physical) evidence.

Reference:

ISO 19011:2018, Clause 6.4.6 - Audit Evidence

ISO 9001:2015, Clause 9.1.1 - Monitoring, Measurement, Analysis, and Evaluation

### NEW QUESTION # 66

Select the words that best complete the sentence:

**Answer:**

Explanation:

Explanation:

According to the ISO 19011:2018 document, the audit plan should provide the basis for agreement regarding the conduct and scheduling of the audit activities. The amount of detail provided in the audit plan should reflect the scope and complexity of the audit, as well as the risk of not achieving the audit objectives<sup>1</sup>. The scope of the audit refers to the extent and boundaries of the audit, such as the audit criteria, the audit objectives, the organizational and functional units, and the processes to be audited<sup>1</sup>. The complexity of the audit refers to the degree of difficulty or intricacy of the audit, such as the number and diversity of the auditees, the audit criteria, the audit methods, and the audit team composition<sup>2</sup>. The risk of not achieving the audit objectives refers to the possibility that the audit may fail to provide reliable and sufficient audit evidence to support the audit conclusions and report<sup>1</sup>.

Therefore, the complete sentence is:

In the context of a third-party audit, the amount of detail provided in the audit plan should reflect the scope and complexity of the audit, as well as the risk of not achieving the audit objectives.

References: 1: ISO 19011:2018 - Guidelines for auditing management systems 2: Audit Complexity - an overview | ScienceDirect Topics

### NEW QUESTION # 67

A person who provides specific knowledge or expertise to the audit team during the audit is known as a /an:

- A. Guide.
- B. Observer.
- C. Technical expert.

**Answer: C**

Explanation:

Comprehensive and Detailed In-Depth Explanation:

A technical expert is someone with specialized knowledge that helps the audit team understand specific technical aspects of the auditee's processes.

Clause References:

\* ISO 19011:2018, Clause 7.3.4 - Use of Technical Experts:

\* Technical experts support the audit team with specialized knowledge but do not perform the audit themselves.

Why is the Correct Answer B?

\* A technical expert is needed when auditors lack deep expertise in specific areas, such as engineering, software, or medical devices.

\* They assist in interpreting complex technical requirements but do not act as auditors.

Why are the Other Options Incorrect?

\* A (Observer) # Observers do not contribute expertise; they only watch the audit (e.g., trainees).

\* C (Guide) # Guides help with logistics but do not provide technical expertise.

### NEW QUESTION # 68

You are conducting a Stage 1 audit at an organisation that services refrigeration equipment for a large customer base.

The scope of certification is "Provision of refrigeration equipment maintenance and repair services". You are interviewing the Managing Director to learn more about the organisation and to explore how the requirements for policy, objectives, and risks and opportunities in ISO 9001 are addressed.

The Managing Director explains that they only use sub-contract refrigeration engineers and do not have any full-time refrigeration engineers, which helps to optimise overhead costs. The full-time staff employed are essentially a small team of office staff who process customer enquiries, schedule jobs and process invoices.

The Managing Director adds that the ISO 9001 requirements for competence of personnel extends to both sub- contract and full-time staff. He also states that the full-time staff are aware of the Quality Policy, objectives and plans to address risk and opportunities.

You ask if the sub-contract engineers have been informed of the Quality Policy, objectives and plans to address risks and opportunities, to which the Managing Director replies that this is not applicable as they only use sub- contractors who operate ISO 9001 certificated quality management systems. The documented information provided to the auditor confirms this.

Which clause in ISO 9001 is most likely not to have been fulfilled in this instance?

- A. 7.5 Documented information
- B. 7.2 Competence
- C. 7.3 Awareness
- D. **7.4 Communication**

**Answer: D**

Explanation:

Questions no: 16 Verified answer: = C. 7.4 Communication Comprehensive But Short Explanation: = Clause

7.4 of ISO 9001:2015 requires the organization to determine the internal and external communications relevant to the quality management system, including what will be communicated, when, with whom, and how. The scenario indicates a potential gap in communication with subcontractors regarding the Quality Policy, objectives, and plans to address risks and opportunities, which is a requirement even if the subcontractors have their own ISO 9001 certified systems123. References: = This response is based on the general requirements of ISO 9001:2015 related to communication with external parties, such as subcontractors, as outlined in various resources discussing Clause 7.4123.

## NEW QUESTION # 69

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