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PECB QMS ISO 9001:2015 Lead Auditor Exam Sample Questions (Q71-Q76):

NEW QUESTION # 71

Match the process descriptions below to the process names:

☐

Answer:

Explanation:

☐

Explanation:

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NEW QUESTION # 72

Consultancy ABC, which is a subsidiary of a certification body called ABC-CERT, provided consultancy services regarding the implementation of a QMS based on ISO 9001 to an organization.

Considering this, can ABC-CERT provide certification services to the organization which obtained consultancy services from Consultancy ABC?

- **A. No, ABC-CERT is not allowed to provide certification services to that organization ever, as this would be a conflict of interest.**
- B. Yes, after a minimum period of two years has passed.
- C. Yes, if both parties sign an agreement which states that previous services by Consultancy ABC will not impact the judgment of auditors.

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation:

Certification bodies must remain independent and impartial. If a certification body (ABC-CERT) provides consulting services to an organization through its subsidiary (Consultancy ABC), it cannot later certify the same organization.

Clause References:

* ISO/IEC 17021-1:2015, Clause 5.2.5 - Impartiality Requirements:

* A certification body must not certify an organization to which it has provided consultancy services.

* ISO/IEC 17021-1:2015, Clause 5.2.6:

* Subsidiaries of certification bodies must not provide consulting services to prevent conflicts of interest.

Why is the Correct Answer C?

* Certifying a client after providing consultancy creates a conflict of interest and violates ISO/IEC 17021-1:2015 impartiality rules.

* The certification body (ABC-CERT) and consultancy firm (Consultancy ABC) are related entities, making it impossible to remain objective and independent.

Why are the Other Options Incorrect?

* A (Waiting two years) # ISO does not specify a time frame; the issue is impartiality, not just time.

* B (Signing an agreement to ensure objectivity) # Conflicts of interest cannot be resolved through an agreement; independence is required.

Reference:

NEW QUESTION # 73

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. 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.
- 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. Yes, the selected sample size is proportionate to the population.

Answer: A

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.

NEW QUESTION # 74

You are a member of the audit team of a second-party audit of an organisation with 625 employees. The audit procedure recommends using sampling criteria which requires the review of the documented competence for 25 personnel. The audit team leader developed an audit plan allocating one hour to audit the Human Resources department (from 11:30 am to 12:30 pm). She told you that she could not allocate any additional time.

What would you do?

- A. Plan to miss lunch and review as many as possible.
- B. Plan to review less than 25 cases.
- C. Plan to review as many as possible and see if you can extend the audit duration by one day.
- D. Extend the audit until 1.00pm and ask for a quick lunch later.

Answer: B

Explanation:

In this scenario, the time allocated by the audit team leader for the Human Resources audit is fixed, and as an auditor, you must work within that constraint. Although the sampling criteria suggests reviewing 25 personnel files, it is acceptable to adjust the sample size based on time and resource limitations. ISO 9001:2015 emphasizes risk-based thinking and practical resource management (Clause 7.1), so it is reasonable to review a smaller sample if the time is insufficient.

Option B is a pragmatic approach, allowing you to focus on quality over quantity by reviewing as many cases as time allows without compromising the audit schedule.

Options like extending the audit (A, C, D) are impractical in a structured audit environment, especially for second-party audits where maintaining the agreed schedule is important.

NEW QUESTION # 75

You are carrying out an annual audit at an organisation that offers home security services. You are interviewing the Quality Manager (QM) You: "Would you tell me about your management review process?" QM: "The senior management team plans to review the management system every six months. The review follows a set agenda and records are maintained." You: "May I see the records from the last two management reviews?" Narrative: The Quality Manager gives you the latest record, which shows the last management review took place nine months ago.

The Quality Manager then gives you the previous management review record, which took place one year before the latest review.

You: "Are there any other review reports in the last two years?"

QM: "No, these are the only ones."

Answer:

Explanation:

Explanation:

Nonconformity report

ISO 9001 Clause Number: 9.3.1 Nature of problem: Management review has not been conducted at the defined frequency. ISO 9001 requirement that has not been fulfilled: ISO 9001 - "Top management shall review the organization's quality management system at planned intervals." Evidence: The last management review took place nine months ago, and the previous one took place one year before the latest review. The planned interval is six months.

NEW QUESTION # 76

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