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Each format specializes in a specific study style and offers unique benefits, each of which is crucial to good QMS ISO 9001:2015 Lead Auditor Exam (ISO-9001-Lead-Auditor) exam preparation. The specs of each PECB ISO-9001-Lead-Auditor Exam Questions format are listed below, you may select any of them as per your requirements.

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

Topic	Details
Topic 1	<ul style="list-style-type: none">Quality management system (QMS) requirements: It assesses your abilities to point out and explain different requirements for a quality management system based on ISO 9001.
Topic 2	<ul style="list-style-type: none">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	<ul style="list-style-type: none">Managing an ISO 9001 audit program: This topic evaluates your abilities to establish and manage a QMS audit program.

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PECB QMS ISO 9001:2015 Lead Auditor Exam Sample Questions (Q217-Q222):

NEW QUESTION # 217

One of the conflict resolution techniques is toning down. How is the conflict managed in that case?

- A. The audit team leader uses their authority to solve the conflict.

- B. The points of agreement are emphasized and the points of disagreement are put into perspective.
- C. Following negotiations, each party makes concessions in order to reach a common agreement.

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation:

Toning down (or de-escalation) is a conflict resolution technique where:

- * Common agreements are emphasized to reduce tension.
- * Disagreements are addressed with a rational and constructive approach.

Option A describes compromise, and Option B describes authoritative resolution, which are different conflict resolution techniques.

Reference:

ISO 19011:2018, Clause 7.1.3 (Managing Conflict During an Audit)

NEW QUESTION # 218

What does an auditor evaluate during an audit follow-up?

- A. The effectiveness of all corrections and corrective actions taken
- B. The auditee's site-specific conditions
- C. If internal audits and management reviews are being planned and performed

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation: According to ISO 19011:2018, Clause 6.6 (Audit Follow-Up):

- * The primary focus of an audit follow-up is verifying that corrective actions were effectively implemented.
- * Internal audits and management reviews (B) are part of routine QMS operations, not the main objective of follow-ups.
- * Site conditions (C) are relevant but secondary to verifying corrective action effectiveness.

Thus, A is the correct answer.

NEW QUESTION # 219

Select the term that best describes the purpose of retaining documented information in a quality management system to ISO 9001.

- A. To facilitate auditing for proof of conformity to the standard.
- B. To provide confidence in the effectiveness of the quality management system
- C. To support the operation of the processes of the quality management system
- D. To safeguard the integrity of the quality management system

Answer: C

Explanation:

Documented information is a means by which an organization demonstrates compliance. It communicates what we do and how we do things, it communicates what happened and what results were achieved. It is, essentially, a tool for communication. ISO 9001:2015 allows an organization flexibility in the way it chooses to document its quality management system (QMS). This enables each individual organization to determine the correct amount of documented information needed in order to demonstrate the effective planning, operation and control of its processes and the implementation and continual improvement of the effectiveness of its QMS. The standard states that the organization shall maintain documented information to the extent necessary to support the operation of processes and retain documented information to the extent necessary to have confidence that the processes are being carried out as planned. Therefore, the purpose of retaining documented information is to support the operation of the processes of the QMS, not to facilitate auditing, provide confidence or safeguard integrity, which are secondary benefits of documented information.

References: Guidance on the requirements for Documented Information of ISO 9001:2015, ISO 9001:2015 documented information | CQI | IRCA, Documented Information Required by ISO 9001:2015 - 9000 Store

NEW QUESTION # 220

The following list gives examples of records that may be evidence of how an organisation has fulfilled the requirements of clause 8.4 of ISO 9001. Match the records to the appropriate requirement of clause 8.4.

Answer:

Explanation:

Explanation:

The following table shows the possible matching of the records to the requirements of clause 8.4:

Table

Requirements

Records

Define product requirements

Product specification

Criteria for selection

List of requirements to be met by the external provider

Evaluation of potential external provider

External provider questionnaire

External provider selection

Approved external provider list

Communicate requirements

Purchase order

Monitoring of performance

External provider delivery times and quality issues

Comprehensive and Detailed Explanation: = According to clause 8.4 of ISO 9001:2015, the organization should ensure that externally provided processes, products, and services conform to the specified requirements. To do so, the organization should:

Define the product requirements that are relevant for the external provision, such as specifications, drawings, standards, codes, etc.

These should be documented and communicated to the external provider. A record of the product specification can be used as evidence of this requirement.

Establish the criteria for the selection, evaluation, and re-evaluation of external providers, based on their ability to provide processes, products, and services in accordance with the requirements. The criteria should be documented and applied consistently. A record of the list of requirements to be met by the external provider can be used as evidence of this requirement.

Evaluate the potential external providers before selecting them, using the established criteria. The evaluation methods may include questionnaires, audits, references, samples, etc. The results of the evaluation should be documented and reviewed. A record of the external provider questionnaire can be used as evidence of this requirement.

Select the external providers that have demonstrated their competence and conformity to the requirements.

The selection should be based on the evaluation results and the organization's needs. The selection should be documented and approved. A record of the approved external provider list can be used as evidence of this requirement.

Communicate the requirements for the processes, products, and services to be provided by the external provider, including the verification and validation activities, the acceptance criteria, the documentation requirements, the changes control, etc. The communication methods may include purchase orders, contracts, agreements, etc. The communication should be clear, complete, and timely. A record of the purchase order can be used as evidence of this requirement.

Monitor the performance and conformity of the external provider, using the established criteria and methods.

The monitoring methods may include inspections, tests, audits, feedback, complaints, etc. The monitoring results should be documented and analyzed. A record of the external provider delivery times and quality issues can be used as evidence of this requirement.

References: ISO 9001:2015, [ISO 9001 Auditing Practices Group Guidance on Scope], Mastering the Scope of ISO 9001 Quality Management Systems

NEW QUESTION # 221

You are carrying out an audit at a single-site organisation seeking certification to ISO 9001 for the first time.

The organization manufactures cosmetics for major retailers and the name of the retailer supplied appears on the product packaging. Sales turnover has increased significantly over the past five years.

You are interviewing the new Product Development Manager. You note that a software application called SWIFT is used to help control the product development process.

You have gathered audit evidence as outlined in the table. Match the ISO 9001 clause 8.3 extracts to the audit evidence.

Answer:

Explanation:

NEW QUESTION # 222

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