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

Topic	Details
Topic 1	• Managing an ISO 9001 audit program: This topic evaluates your abilities to establish and managing a QMS audit program.
Topic 2	• Closing an ISO 9001 audit: The topic focuses on concluding a QMS audit and conducting audit follow-up activities.
Topic 3	• Fundamental principles and concepts of a quality management system: The main objective of this domain is to evaluate your skills of explaining and applying ISO 9001 principles and concepts.
Topic 4	• 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 5	• Preparing an ISO 9001 audit: This topic covers sub-topics related to preparing a quality management system audit.
Topic 6	• Fundamental audit concepts and principles: Questions about interpreting and applying the main concepts and principles related to a QMS audit appear in this topic.

PECB QMS ISO 9001:2015 Lead Auditor Exam Sample Questions (Q23-Q28):

NEW QUESTION # 23
When monitoring customer perceptions, which analysis is helpful to use?

- A. PEST analysis
- **B. Gap analysis**
- C. Competitive benchmarking
- D. Market-share analysis

Answer: B

Explanation:
Comprehensive and Detailed In-Depth Explanation:
ISO 9001:2015 requires organizations to measure and monitor customer perceptions to determine whether customer requirements are being met.
Clause Reference:
* Clause 9.1.2 - Customer Satisfaction states that organizations must monitor customer perceptions using relevant methods such as customer surveys, feedback forms, and complaint analysis.
* One of the most effective ways to do this is gap analysis, which identifies differences between customer expectations and actual service or product performance.
Why is the Correct Answer C?
* Gap analysis helps determine discrepancies between current performance and customer expectations, allowing organizations to improve quality.
* It is a standard quality improvement tool used to assess customer satisfaction.
Why are the Other Options Incorrect?
* A (PEST analysis) # Focuses on external macroeconomic factors (Political, Economic, Social, Technological) rather than customer satisfaction.
* B (Market-share analysis) # Examines business performance relative to competitors, not customer perceptions.

* D (Competitive benchmarking) # Involves comparing processes with competitors but does not directly monitor customer perceptions.

NEW QUESTION # 24

The following are stages of an audit, put them in the order they would be conducted.

Answer:

Explanation:

Explanation:

Establishing the audit programme objectives

Determining and evaluating the audit programme risks and opportunities

Establishing the audit programme

Initiating the audit

Preparing all audit activity

Conducting the audit activities

According to ISO 19011:2018, clause 5, the audit programme is a set of one or more audits planned for a specific time frame and directed towards a specific purpose. The audit programme includes all activities necessary to plan, organize, and conduct the audits. The audit programme management involves the following steps1:

Establishing the audit programme objectives: The audit programme objectives define the intended outcomes of the audit programme, such as verifying conformity, evaluating performance, identifying improvement opportunities, etc. The audit programme objectives should be aligned with the strategic direction and policies of the organization and the needs and expectations of the interested parties.

Determining and evaluating the audit programme risks and opportunities: The audit programme risks and opportunities are the factors that can affect the achievement of the audit programme objectives, such as changes in the internal or external context, availability of resources, competence of auditors, etc. The audit programme risks and opportunities should be identified, analyzed, and evaluated to determine the appropriate actions to address them.

Establishing the audit programme: The audit programme is established by defining the audit programme scope, criteria, methods, and resources. The audit programme scope defines the extent and boundaries of the audit programme, such as the processes, functions, sites, activities, etc. that will be audited. The audit programme criteria are the set of policies, procedures, or requirements used as a reference for the audits. The audit programme methods are the techniques used to conduct the audits, such as interviews, observations, document review, sampling, etc. The audit programme resources are the human, technical, and financial resources needed to implement the audit programme.

Initiating the audit: The audit initiation is the process of formally establishing the arrangements for an individual audit within the audit programme. The audit initiation involves contacting the auditee and the audit client, confirming the audit objectives, scope, and criteria, and obtaining the necessary information and access for the audit.

Preparing all audit activity: The audit preparation is the process of developing the audit plan and the audit work documents for an individual audit. The audit plan is a document that provides the basis for agreement regarding the conduct of the audit, such as the audit schedule, the audit team, the audit methods, the audit language, the audit report, etc. The audit work documents are the records that provide evidence of the audit activities, such as the audit checklist, the audit notes, the audit findings, etc.

Conducting the audit activities: The audit activities are the processes of collecting and verifying audit evidence and evaluating it against the audit criteria to make the audit conclusions. The audit activities include the opening meeting, the communication during the audit, the roles and responsibilities of the audit team and the auditee, the audit evidence collection and verification, the audit findings generation and recording, the closing meeting, and the audit report preparation and distribution.

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

NEW QUESTION # 25

Match each of the following statements into the table below to show whether they apply to first-party audits, second-party audits or third-party audits:

Answer:

Explanation:

Explanation:

Table

Statement

First-party audits

Second-party audits

Third-party audits

The audit scope is typically determined by the organisation being audited.

Yes

No

No

The outcome of the audit is typically certification to a recognised standard.

No

No

Yes

The audit scope is typically confined to service/product provision capability.

No

Yes

No

Here is a brief explanation of each statement:

The audit scope is typically determined by the organisation being audited: This statement applies to first-party audits, also known as internal audits, where the organisation audits its own processes and activities to ensure conformity and improvement1. The organisation can decide the scope of the audit based on its own needs and objectives2. This statement does not apply to second-party audits, where the customer audits the supplier, or third-party audits, where an independent body audits the organisation. In these cases, the audit scope is determined by the customer or the certification body, respectively34.

The outcome of the audit is typically certification to a recognised standard: This statement applies to third- party audits, where an independent body audits the organisation to verify that it meets the requirements of a specific standard, such as ISO 9001, and issues a certificate of conformity if the audit is successful34. This statement does not apply to first-party audits or second-party audits, where the outcome of the audit is not certification, but rather self-improvement or supplier qualification13.

The audit scope is typically confined to service/product provision capability: This statement applies to second- party audits, where the customer audits the supplier to ensure that they are meeting the requirements specified in the contract, such as service or product quality, delivery, or performance34. The audit scope is usually focused on the specific aspects of the service or product that are of interest to the customer3. This statement does not apply to first-party audits or third-party audits, where the audit scope is broader and covers the entire quality management system or the relevant clauses of the standard14.

NEW QUESTION # 26

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:

Which of the following misconceptions about ISO 9001 was present in scenario 1?

- A. A QMS based on ISO 9001 is a complex task and requires a lot of documentation.
- B. A QMS based on ISO 9001 requires many resources and is time-consuming.
- C. A QMS based on ISO 9001 is only applicable to organizations producing tangible goods.

Answer: C

Explanation:
Comprehensive and Detailed In-Depth Explanation:
One of the common misconceptions about ISO 9001 is that it only applies to manufacturing companies producing tangible goods. However, ISO 9001:2015 is designed for all types of organizations, including service providers such as financial, healthcare, and IT companies.
Clause 1 (Scope) clearly states that ISO 9001 is applicable to any organization, regardless of type, size, or the products and services it provides. AL-TAX, being a financial services company, is equally eligible for implementing a QMS under ISO 9001.
Reference:
ISO 9001:2015, Clause 1 - Scope

NEW QUESTION # 27
Which of the following subjects should an auditor discuss when communicating with the auditee's top management?

- A. The quality policy
- B. Both A and B
- C. Internal audit

Answer: B

Explanation:
Comprehensive and Detailed In-Depth Explanation:During communication with top management, the auditor should discuss:
* The quality policy (ISO 9001:2015, Clause 5.2.1), ensuring that it is established, communicated, and understood.
* Internal audits (ISO 9001:2015, Clause 9.2), verifying that they are planned and effectively implemented.
These discussions help assess leadership commitment and the effectiveness of the QMS.

NEW QUESTION # 28
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