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# PECB QMS ISO 9001:2015 Lead Auditor Exam Sample Questions (Q54-Q59):

## NEW QUESTION # 54

During an ISO 9001 audit of an electric cable manufacturer, you are reviewing the customer file for XYZ Construction in the Sales Department. This contract specifies that the installation configuration of the cable runs should meet national fire safety standards for Category A.

You discover that the customer later agreed to the approval of a less stringent Category B configuration instead.

The organization has the following quality policy document displayed in the reception area.

"This organization is committed to providing electric cables to customers' requirements, in accordance with statutory regulations for their use. Continual improvement is a permanent objective of the organization. This policy shall be communicated to all employees and, where required, to all interested parties." Referring to the scenario, select the two options for which the organization is meeting its policy commitments.

- A. The organization satisfies its customers' requirements.
- B. The organization has a strong customer approval rating.
- C. The organization has opportunities for continual improvement.
- D. The organization's processes deliver the intended products.
- E. The organization communicates its policy to external parties.
- F. The organization meets all statutory requirements.

**Answer: A,E**

## NEW QUESTION # 55

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.

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.

Requirements	Records
Define product requirements	<input type="text"/>
Criteria for selection	<input type="text"/>
Evaluation of potential external provider	<input type="text"/>
External provider selection	<input type="text"/>
Communicate requirements	<input type="text"/>
Monitoring of performance	<input type="text"/>

To complete the table click on the blank section you want to complete so it is highlighted in red and then click on the appropriate record from the options listed. Alternatively, drag and drop the appropriate record to the requirement of clause 8.4 that applies.

Product specification
External provider delivery times and quality issues
External provider questionnaire
Purchase order
List of requirements to be met by the external provider
Approved external provider list

**Answer:**

### Explanation:

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.

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

To complete the table click on the blank section you want to complete so it is highlighted in red and then click on the appropriate record from the options listed. Alternatively, drag and drop the appropriate record to the requirement of clause 8.4 that applies.

Product specification
External provider delivery times and quality issues
External provider questionnaire
Purchase order
List of requirements to be met by the external provider
Approved external provider list

**Explanation:**

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

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 # 56

In the context of a third-party audit, match the activity with the party responsible in relation to the audit process.

In the context of a third-party audit, match the **activity** with the **party responsible** in relation to the audit process.

Activity	Party responsible
Review the organisation's processes	
Award the certificate	
Report the audit results	
Select the audit team	

To complete the table, click on the blank section you want to complete so that it is highlighted in red, and then click on the applicable text from the options below. Alternatively, drag and drop each option to the appropriate blank section.

Audit team

Certification Body

Audit team leader

Individual(s) managing the audit programme

**Answer:**

**Explanation:**

In the context of a third-party audit, match the **activity** with the **party responsible** in relation to the audit process.

Activity	Party responsible
Review the organisation's processes	Audit team
Award the certificate	Certification Body
Report the audit results	Audit team leader
Select the audit team	Individual(s) managing the audit programme

To complete the table, click on the blank section you want to complete so that it is highlighted in red, and then click on the applicable text from the options below. Alternatively, drag and drop each option to the appropriate blank section.

Audit team

Certification Body

Audit team leader

Individual(s) managing the audit programme

**Explanation:**

In the context of a third-party audit, the activities and the parties responsible can be matched as follows:

- \* Review the organization's processes: This is typically the responsibility of the audit team. They examine the processes to ensure they comply with the specified standards.
- \* Review the audit results: The audit team leader usually reviews the audit findings to ensure accuracy and completeness before they are finalized.
- \* Issue the certificate: The certification body is responsible for issuing the certificate if the audit is successful and the organization meets the required standards.
- \* Select the audit team: The individual(s) managing the audit programme are responsible for selecting the audit team. This ensures that the team has the appropriate skills and knowledge for the audit.

These roles are essential to maintain the integrity and effectiveness of the audit process. The audit team conducts the actual audit, the team leader oversees the audit process, the certification body grants the certification, and the management of the audit program ensures that the right team is in place to conduct the audit.

Based on the description of the image you've provided, here's how the activities match with the responsible parties in the context of a third-party audit:

- \* Review the organization's processes: This activity is typically the responsibility of the Audit Team. They are tasked with examining the processes to ensure they meet the requirements of the standard being audited.
  - \* Review the audit results: The Audit Team Leader is usually responsible for this activity. They oversee the audit process and are in charge of reviewing the findings and ensuring that the audit objectives are met.
  - \* Issue the certificate: The Certification Body is responsible for issuing the certificate if the organization's management system is found to be in compliance with the standard.
  - \* Select the audit team: The Individual(s) managing the audit programme are responsible for selecting the audit team. They ensure that the team has the appropriate competence and resources to effectively conduct the audit.
- These roles are defined within the framework of ISO 9001:2015 and are essential for the proper conduct of a third-party audit. The audit team and its leader play a critical role in the operational aspects of the audit, while the certification body and those managing the audit programme have overarching responsibilities for the audit's governance and integrity.

### NEW QUESTION # 57

Select the phrase that best describes the purpose of a quality management system to ISO 9001 in relation to the performance of an organization.

- A. Monitors the performance
- **B. Improves the performance**
- C. Manages the performance
- D. Dictates the performance

**Answer: B**

Explanation:

\* Understanding the Purpose of a Quality Management System (QMS): The primary objective of ISO 9001:2015 is to improve the overall performance of the organization by:

- \* Ensuring consistent delivery of products and services that meet customer and regulatory requirements.
- \* Focusing on enhancing customer satisfaction.
- \* Promoting continual improvement of the organization's processes and practices.

Reference: Clause 0.1 (General) of ISO 9001:2015 specifies that a QMS enables organizations to achieve better performance by consistently meeting customer needs and improving their processes. It further highlights that continual improvement is a cornerstone of the standard (Clause 10.3).

Option Analysis:

A: Manages the performance: Incorrect. A QMS provides a framework to manage processes, not directly manage performance. The improvement of performance is an outcome of managing processes effectively.

B: Monitors the performance: Incorrect. Monitoring is a component of performance evaluation (Clause 9.1) but does not define the overall purpose of the QMS.

C: Dictates the performance: Incorrect. ISO 9001 does not "dictate" performance but allows organizations to set their own objectives and improve their operations based on their specific context and goals.

D: Improves the performance: Correct. The fundamental purpose of a QMS as per ISO 9001 is continual improvement of the organization's performance. This includes improving operational efficiency, customer satisfaction, and product/service quality.

Why Option D is Correct: ISO 9001:2015 emphasizes the Plan-Do-Check-Act (PDCA) cycle and risk-based thinking, which are designed to drive improvements in organizational performance. Continuous assessment of processes and customer feedback ensures that the organization can adapt, innovate, and improve its effectiveness over time.

Clause 0.1: Purpose of the QMS.

Clause 10.3: Continual improvement ensures that the QMS remains effective and aligned with organizational objectives.

Clause 4.1: Context of the organization, which requires the QMS to align with organizational strategies and improve outcomes.

### NEW QUESTION # 58

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.

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.

1. Identifying the source of information
2.
3.
4.
5.
6.
7.

Gathering audit evidence    Sampling available data    Making audit conclusions    Evaluating evidence against the audit criteria    Verifying objective evidence    Evaluating against the audit criteria

**Answer:**

Explanation:

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.

1. Identifying the source of information

2. Sampling available data

3. Gathering audit evidence

4. Verifying objective evidence

5. Evaluating evidence against the audit criteria

6. Making audit conclusions

7. Evaluating against the audit criteria

Gathering audit evidence Sampling available data Making audit conclusions Evaluating evidence against the audit criteria Verifying objective evidence Evaluating against the audit criteria

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 # 59

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