

Well-Prepared New Study ISO-9001-Lead-Auditor Questions & Pass-Sure ISO-9001-Lead-Auditor Exam Simulator Free & Reliable PECB QMS ISO 9001:2015 Lead Auditor Exam

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	Maximum Pass Mark
1	5	4.5	10
2	4	9.5	20
3	3	14.5	30
4	3	14.5	30
Total	15	62.5	90

Table 1 shows us the total available and minimum marks to pass each section. It is mandatory to pass each section. For example: if you have scored 6 marks on section 1, 18 marks on section 2, 10 marks on section 3 & 30 marks on section 4, your subtotal would be 64 marks. Though you have scored a total of 64 marks, since you haven't scored the minimum passing marks on section 3, it will still be considered a failure.

Now let's look at a few sample exam questions in each section.

Section 1:

This section has 5 questions and each carries 2 marks,

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

Topic	Details
Topic 1	<ul style="list-style-type: none"> Preparing an ISO 9001 audit: This topic covers sub-topics related to preparing a quality management system audit.
Topic 2	<ul style="list-style-type: none"> Conducting an ISO 9001 audit: It evaluates your skills to conduct a QMS audit.

Topic 3	<ul style="list-style-type: none"> • 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	<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.

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PECB QMS ISO 9001:2015 Lead Auditor Exam Sample Questions (Q43-Q48):

NEW QUESTION # 43

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.

In scenario 3, the audit team required access to see the organizational chart and job descriptions to verify the employees' competence. Based on audit best practices, is this acceptable?

- A. No, because the audit evidence would not be relevant.
- **B. Yes, because auditors should see the organizational chart and job descriptions to verify competence.**
- C. Yes, because that would be sufficient evidence to verify competence.
- D. No, because competence should only be verified through direct observation.

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation:

ISO 9001:2015 requires organizations to ensure competence of personnel whose work affects quality performance.

Clause References:

Clause 7.2 - Competence: Organizations must determine, provide, and evaluate competence of employees performing work under the QMS.

ISO 19011:2018, Clause 6.4.6 - Audit Evidence: Auditors should use a combination of document review, interviews, and observation to verify competence.

Why is the Correct Answer C?

The organizational chart shows reporting structures and helps verify roles and responsibilities.

Job descriptions outline required qualifications, skills, and competencies for each role.

These documents provide objective audit evidence that personnel meet the required competencies for their positions.

Why are the Other Options Incorrect?

A (Sufficient evidence) # Partially correct, but competence verification often requires multiple sources of evidence, including training records, certifications, and observations.

B (Not relevant) # Incorrect because verifying competence is crucial for ensuring effective QMS implementation.

D (Direct observation only) # Observation alone is insufficient; documentation and interviews are also required to confirm competence.

Reference:

ISO 9001:2015, Clause 7.2 - Competence

ISO 19011:2018, Clause 6.4.6 - Audit Evidence

NEW QUESTION # 44

How much time is usually spent on the Stage 1 audit?

- A. 20% of the total audit time
- B. 40% of the total audit time
- C. 30% of the total audit time

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation:

According to ISO 17021-1:2015 (Conformity Assessment - Requirements for Certification Bodies), Clause 9.3.1.2, the Stage 1 Audit typically consumes around 30% of the total audit time.

This time is allocated to:

- * Reviewing documented information.
- * Assessing the readiness for Stage 2.
- * Identifying potential nonconformities.

A 20% allocation (Answer A) is too low, and 40% (Answer C) is excessive, as the majority of the audit should be spent on Stage 2 (on-site verification).

Reference:

ISO 17021-1:2015, Clause 9.3.1.2 (Determination of Audit Time)

NEW QUESTION # 45

Whistleklean is a national dry cleaning and laundry company with 50 shops. You are conducting a surveillance audit of the Head Office and are sampling customer complaints. You find that 80% of complaints originate from five shops in the same region. Most of these complaints relate to damage to customer laundry. The Quality Manager tells you that these are the oldest shops in the company. The cleaning equipment needs replacing but the company cannot afford it at the moment. You learn that the shop managers were told to dismiss most of the claims on the basis of the poor quality of the laundered materials.

On raising the matter with senior management, you are told that there are plans to replace the equipment in these shops over the next five years.

□

Answer:

Explanation:

□
Explanation:

The quality system failed to control the laundry services provided for customers in five shops.

The equipment used was not capable of consistently producing the required service.

NEW QUESTION # 46

In the context of a second-party audit, match the activity with the party responsible for conducting it.

□

Answer:

Explanation:

□
Explanation:

Here is the correct matching of the activities with the responsible parties in the context of a second-party audit:

Define the audit scope: Customer

Develop the audit plan: Audit team leader

Respond to the audit findings: External provider

Conduct the audit: Audit team

This reflects the typical division of responsibilities in a second-party audit, where the customer (the party commissioning the audit) sets the scope, the audit team leader manages the planning, the external provider responds to findings, and the audit team carries out the audit.

NEW QUESTION # 47

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 objectives¹. 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 audited¹. 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 composition². 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 report¹.

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 # 48

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