

Essential Guide for Complete Review of ISO-9001-Lead-Auditor Formal Test

ISO 9001 Lead Auditor

Multiple Choice Questions:

1. Which of the following is a primary responsibility of a Lead Auditor in an ISO 9001 audit?
A) Developing the quality policy
B) Implementing corrective actions
C) Conducting the audit planning
D) Determining customer requirements
2. What is the role of a Lead Auditor during an ISO 9001 audit?
A) To conduct training sessions for employees
B) To verify compliance with legal requirements
C) To lead and coordinate the audit team
D) To resolve nonconformities found during the audit
3. What is a key role of a Lead Auditor in relation to audit reports for ISO 9001?
A) Developing the organisation's quality policy
B) Approving the audit report for distribution
C) Ensuring compliance with legal requirements
D) Determining customer satisfaction levels
4. Which of the following is a key consideration when selecting a team for ISO 9001 implementation?
A) Ensuring representation from top management only
B) Including individuals with diverse skill sets and knowledge
C) Selecting employees from a single department
D) Excluding employees with previous quality management experience

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

Topic	Details
Topic 1	<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 2	<ul style="list-style-type: none">• Closing an ISO 9001 audit: The topic focuses on concluding a QMS audit and conducting audit follow-up activities.

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"> • Preparing an ISO 9001 audit: This topic covers sub-topics related to preparing a quality management system audit.
Topic 5	<ul style="list-style-type: none"> • Managing an ISO 9001 audit program: This topic evaluates your abilities to establish and managing a QMS audit program.
Topic 6	<ul style="list-style-type: none"> • Conducting an ISO 9001 audit: It evaluates your skills to conduct a QMS audit.

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PECB QMS ISO 9001:2015 Lead Auditor Exam Sample Questions (Q106-Q111):

NEW QUESTION # 106

What is the responsibility of the audit committee during an internal audit?

- A. To establish an internal audit program
- B. To define the audit schedule
- C. To supervise all audit functions and activities

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation: According to ISO 19011:2018, Clause 5.2 (Audit Program Management):

* The audit committee is responsible for establishing the internal audit program

* The audit schedule (A) is determined within the program, but it is not the main role of the committee.

Thus, C is the correct answer.

NEW QUESTION # 107

Scenario 4:

TD Advertising is a print management company based in Chicago. The company offers design services, digital printing, storage, and distribution. As TD expanded, its management recognized that success depended on adopting new technologies and improving quality.

To ensure customer satisfaction and quality improvement, the company decided to pursue ISO 9001 certification.

After implementing the QMS, TD hired a well-known certification body for an audit. Anne Key was appointed as the audit team leader. She received a document listing the audit team members, audit scope, criteria, duration, and audit engagement limits.

Anne reviewed the document and approved the audit mandate. The certification body and TD's top management signed the certification agreement.

Before contacting TD, Anne reviewed the audit scope and noticed that TD made changes to it due to the adoption of new printing equipment. However, Anne disagreed with the changes, stating they would affect the audit timeline. She considered withdrawing from the audit.

Scenario 4 mentions that Anne received a document that contained the audit scope, criteria, duration, and the limits to the audit engagement. What did Anne receive in this case?

- A. The certification agreement.
- B. The audit plan.
- C. The audit mandate.
- **D. The audit offer.**

Answer: D

Explanation:

Comprehensive and Detailed In-Depth Explanation:

Before conducting an audit, the certification body must provide an audit offer, which outlines the audit scope, criteria, and duration.

Clause References:

* ISO/IEC 17021-1:2015, Clause 9.1.2 - Audit Planning: Requires the certification body to communicate key audit details before finalizing the audit process.

Why is the Correct Answer C?

- * The audit offer includes scope, criteria, duration, and engagement limits before the certification agreement is signed.
- * The certification body sends this to the auditee before finalizing the contract.

Why are the Other Options Incorrect?

- * A (Certification Agreement) # This is the contract signed after the audit offer is accepted.
- * B (Audit Plan) # The audit plan details the day-to-day audit schedule and is created after the agreement.
- * D (Audit Mandate) # This is an internal document for the certification body.

Reference:

ISO/IEC 17021-1:2015, Clause 9.1.2 - Audit Planning

NEW QUESTION # 108

Scenario 2:

Bell is a Canadian food manufacturing company that operates globally. Their main products include nuts, dried fruits, and confections. Bell has always prioritized product quality and has maintained a good reputation for many years. However, the company's production error rate increased significantly, leading to more customer complaints.

To increase efficiency and customer satisfaction, Bell implemented a Quality Management System (QMS) based on ISO 9001. The top management established a QMS implementation team comprising five middle managers from various departments, including Leslie, the quality manager.

Leslie was responsible for assigning responsibilities and authorities for QMS-related roles. He also suggested including a top management representative in the QMS team, but top management declined due to other priorities.

The team defined the QMS scope as:

"The scope of the QMS includes all activities related to food processing." Leslie established a quality policy and presented it to the team for review before top management approval.

. Top management also proposed a new strategy for handling customer complaints, requiring biweekly customer surveys to monitor customer perceptions.

Which statement related to the last paragraph of scenario 2 is correct?

- A. Customer surveys are the best method for obtaining and monitoring customer perceptions.
- B. Customer satisfaction is only measured through complaints, making surveys unnecessary.
- **C. Top management demonstrated leadership and commitment with respect to customer satisfaction.**
- D. Customer surveys should be conducted every week to have a clear understanding of the needs and expectations of customers.

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation: ISO 9001:2015, Clause 5.1.2 (Customer Focus) states that top management must ensure customer satisfaction by monitoring customer perceptions.

In scenario 2, top management initiated customer surveys, demonstrating their commitment to customer focus as required by Clause 5.1.2.

NEW QUESTION # 109

Who maintains ownership of the audit report?

- A. The audit team leader
- **B. The certification body**

- C. The auditee

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation:

According to ISO 17021-1:2015, Clause 9.4.8 (Audit Reporting):

* The certification body retains ownership of the audit report as it is responsible for the certification decision.

* The auditee may receive a copy, but it does not own the report.

* The audit team leader compiles the report but does not own it.

Thus, C is the correct answer.

Reference:

ISO 17021-1:2015, Clause 9.4.8 (Audit Reporting)

NEW QUESTION # 110

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.

Based on the last paragraph of scenario 3, which audit principle did the audit team follow?

- A. Integrity.
- B. Objectivity.
- **C. Fair presentation.**
- D. Confidentiality.

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation:

Auditors must report findings truthfully and accurately to ensure an unbiased assessment of the QMS.

Clause References:

ISO 19011:2018, Clause 4 - Principles of Auditing:

Fair Presentation # Requires auditors to report truthfully and accurately, without bias or omission.

Integrity # Ensures auditors adhere to ethical conduct.

Why is the Correct Answer A?

The audit team reported findings truthfully, based on collected evidence.

Fair presentation ensures that both positive and negative findings are included in the audit report.

Objective evidence was gathered through interviews, document reviews, and observations.

Why are the Other Options Incorrect?

B (Integrity) # Related to ethics and professional conduct, but not specifically about presenting findings.

C (Confidentiality) # Important, but does not apply to the principle of reporting findings accurately.

D (Objectivity) # Ensures impartiality, but "fair presentation" directly addresses accurate reporting of findings.

Reference:

ISO 19011:2018, Clause 4 - Principles of Auditing (Fair Presentation)

NEW QUESTION # 111

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