ISO-9001-Lead-Auditor Advanced Testing Engine, ISO-9001-Lead-Auditor Latest Exam Question

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 QMS ISO 9001:2015 Lead Auditor Exam Sample Questions (Q173-Q178):

NEW QUESTION # 173
How much time is usually spent on the Stage 1 audit?

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

Answer: B

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 # 174
An organisation decides to purchase products and services only from ISO 9001 certified suppliers.
Match the four organisational functions to a potential benefit.

Answer:

Explanation:

Explanation:
Reduced incoming inspection # A. Quality
Improved communication with suppliers # B. Procurement
Purchased materials received on time # C. Logistics
Reduced variability within processes # D. Production
According to ISO 9001:2015, Clause 8.4 - Control of externally provided processes, products and services, organisations are required to ensure that externally provided products and services conform to specified requirements. When an organisation sources from ISO 9001 certified suppliers, there is greater assurance of consistency in quality, delivery, and communication. This enhances internal operations across various functions:
Reduced incoming inspection (Quality): ISO 9001 certified suppliers have robust quality controls (Clause
8.4.2), reducing the need for repeated inspections upon receipt. This aligns with Quality's responsibility for incoming inspection and verification.
Improved communication with suppliers (Procurement): Clause 8.4.3 emphasizes the communication of detailed requirements to external providers. Procurement plays a key role in ensuring these requirements are understood and met.
Purchased materials received on time (Logistics): Timely deliveries are often a result of structured supplier evaluation and selection (Clause 8.4.1). Logistics benefits through fewer delays and better scheduling of internal processes.
Reduced variability within processes (Production): Consistency of supplied materials supports stable and predictable production processes, which is a key aspect of Clause 8.5 - Production and service provision.
References:
ISO 9001:2015 Clause 8.4.1 - General
ISO 9001:2015 Clause 8.4.2 - Type and extent of control
ISO 9001:2015 Clause 8.4.3 - Information for external providers

NEW QUESTION # 175

In the context of a third-party certification audit, match the roles with the following responsibilities:

Answer:

Explanation:

Explanation:

In the context of a third-party certification audit, match the roles with the following responsibilities:

Responsibilities:

Conduct the audit to the assigned area.= Auditors

Assist the auditors in identifying personnel to participate in the audit.= Guide Assign each team member's responsibility for the audit.= Audit team leader Respond to questions and provide evidence to the auditor.= Auditee According to ISO 19011:2018, clause 3, the definitions of the roles are as follows1:

Auditors: persons with the competence to conduct an audit

Guide: person appointed by the auditee to assist the audit team

Auditee: organization being audited

Audit team leader: member of an audit team appointed to manage the audit or an audit team Therefore, the roles can be matched to the responsibilities based on these definitions and the description of the audit process in clause 6 of the standard1.

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

NEW QUESTION # 176

You are conducting a third-party audit to ISO 9001 and interviewing the Training Manager. She explains that training is more important than ever because the organisation has had to reduce the number of staff employed. Many of the remaining staff are now required to be 'multi-skilled'. You ask to see plans for the multi-skilling training and are shown plans that look comprehensive, and include both 'on the job" training and internal and external training courses.

The records indicate that several staff required parts of their training to be repeated one month after the first training was provided. You ask why this was needed and are told that an investigation of customer complaints identified that several staff members did not complete certain tasks in the correct manner. The extra training was therefore recommended as a corrective action.

Based on this interview, which two of the tollowing audit trails would be the most appropriate to follow?

Select the two most appropriate audit trails from the following.

- A. Ask if customer complaints had ceased since the multi-skilled training finished.
- B. Assess whether Quality objectives are being met.
- C. Review records to assess if all planned training has been completed.
- D. Determine whether management has assessed the impact of staff reduction on the organisation's ability to meet its objectives.
- E. Ask the members of staff whether they found the training received useful.
- F. Determine whether customers were consulted about the risks associated with the multi-skilling training.

Answer: A,C

Explanation:

When conducting a third-party audit to ISO 9001, especially in the context of training and corrective actions taken due to customer complaints, the most appropriate audit trails to follow would be:

A: Ask if customer complaints had ceased since the multi-skilled training finished. This audit trail is relevant because it directly relates to the effectiveness of the corrective action taken. If customer complaints have decreased or ceased, it could indicate that the additional training was effective1.

F: Review records to assess if all planned training has been completed. This trail is important to ensure that the training plan has been fully implemented and to verify that all staff members have received the necessary training. It also helps in assessing the adequacy of the training in terms of content, frequency, and outcomes1.

These two trails, A and F, are closely linked to the issue of customer complaints and the organization's response to them. They provide insight into whether the actions taken were suitable and whether they have led to improvements in staff performance and customer satisfaction1. The other options, while potentially useful, do not directly address the immediate concern of the effectiveness of the corrective actions taken in response to the customer complaints1.

NEW QUESTION # 177

Below are four of the seven principles on which ISO 9000 series are based. Match a potential benefit to each of the quality management principles (QMP).

Answer:

Explanation:

Explanation:

Quality management principles:

Customer focus = Increased revenue and market share

Engagement of people = Enhanced trust and collaboration throughout the organisation Improvement = Enhanced drive for innovation Evidence-based decision-making = Increased ability to demonstrate effectiveness of past actions According to the Quality management principles document published by ISO, each quality management principle has a statement, a rationale, key benefits, and actions you can take to apply it. Based on these descriptions, the potential benefits can be matched to the corresponding principles as follows:

Customer focus: The primary focus of quality management is to meet customer requirements and to strive to exceed customer expectations. The key benefits of this principle include increased customer value, customer satisfaction, customer loyalty, repeat business, reputation, customer base, revenue and market share.

Engagement of people: Competent, empowered and engaged people at all levels throughout the organization are essential to enhance its capability to create and deliver value. The key benefits of this principle include improved understanding of the organization's objectives and values, increased involvement in improvement activities, enhanced personal development, increased motivation and empowerment, enhanced trust and collaboration, and increased recognition and rewards.

Improvement: Successful organizations have an ongoing focus on improvement. The key benefits of this principle include improved organizational capabilities, alignment of improvement activities at all levels, increased ability to anticipate and react to opportunities and threats, enhanced drive for innovation, and increased levels of satisfaction.

Evidence-based decision-making: Decisions based on the analysis and evaluation of data and information are more likely to produce desired results. The key benefits of this principle include improved decision-making processes, increased ability to demonstrate the effectiveness of past decisions, increased ability to review, challenge and change opinions and decisions, and increased ability to improve performance.

NEW QUESTION # 178

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