

# 高效的PECB ISO-9001-Lead-Auditor熱門認證是行業領先材料& 驗證有效的ISO-9001-Lead-Auditor真題材料



此外，這些VCESoft ISO-9001-Lead-Auditor考試題庫的部分內容現在是免費的：[https://drive.google.com/open?id=1ul2jV-JI\\_Nyx5bxUJVgXzRKKzd28yb3a](https://drive.google.com/open?id=1ul2jV-JI_Nyx5bxUJVgXzRKKzd28yb3a)

VCESoft的經驗豐富的專家團隊開發出了針對PECB ISO-9001-Lead-Auditor 認證考試的有效的培訓計畫，很適合參加PECB ISO-9001-Lead-Auditor 認證考試的考生。VCESoft為你提供的都是高品質的產品，可以讓你參加PECB ISO-9001-Lead-Auditor 認證考試之前做模擬考試，可以為你參加考試做最好的準備。

## PECB ISO-9001-Lead-Auditor 考試大綱：

主題	簡介
主題 1	<ul style="list-style-type: none"><li>Preparing an ISO 9001 audit: This topic covers sub-topics related to preparing a quality management system audit.</li></ul>
主題 2	<ul style="list-style-type: none"><li>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.</li></ul>
主題 3	<ul style="list-style-type: none"><li>Conducting an ISO 9001 audit: It evaluates your skills to conduct a QMS audit.</li></ul>
主題 4	<ul style="list-style-type: none"><li>Fundamental audit concepts and principles: Questions about interpreting and applying the main concepts and principles related to a QMS audit appear in this topic.</li></ul>
主題 5	<ul style="list-style-type: none"><li>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.</li></ul>
主題 6	<ul style="list-style-type: none"><li>Closing an ISO 9001 audit: The topic focuses on concluding a QMS audit and conducting audit follow-up activities.</li></ul>

>> ISO-9001-Lead-Auditor熱門認證 <<

## 快速下載的PECB ISO-9001-Lead-Auditor熱門認證是行業領先材料& 熱門的ISO-9001-Lead-Auditor: QMS ISO 9001:2015 Lead Auditor Exam

VCESoft的資深專家利用他們豐富的知識和經驗研究出來的關於PECB ISO-9001-Lead-Auditor 認證考試的練習題和答案和真實考試的試題有95%的相似性。我相信你對我們的產品將會很有信心。如果你選擇使用VCESoft的產品，VCESoft可以幫助你100%通過你的一次參加的PECB ISO-9001-Lead-Auditor 認證考試。如果你考試失敗，我們會全額退款的。

## 最新的 ISO 9001 ISO-9001-Lead-Auditor 免費考試真題 (Q15-Q20):

### 問題 #15

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

答案: B

解題說明:

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)

### 問題 #16

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

答案: D

解題說明:

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.

Relevant Clauses Supporting the Answer:

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.

## 問題 #17

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

答案： B

解題說明：

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

## 問題 #18

What must the auditor consider in order to mitigate audit risks and obtain reasonable assurance?

- **A. The processes deemed material to the auditee.**
- B. The previous audit results.
- C. The needs and expectations of internal interested parties.
- D. The financial risks associated with QMS implementation.

答案： A

解題說明：

Comprehensive and Detailed In-Depth Explanation:

Auditors must focus on key processes that impact QMS effectiveness to ensure audit risks are minimized.

Clause References:

\* ISO 19011:2018, Clause 6.3 - Managing Audit Risk: Auditors should prioritize critical processes to obtain reasonable assurance.

Why is the Correct Answer A?

\* Some processes are critical (e.g., production quality, customer complaints handling).

\* If these material processes fail, the QMS could collapse.

Why are the Other Options Incorrect?

\* B (Needs of internal parties) # Important, but not the primary focus for reducing audit risk.

\* C (Previous audit results) # Useful for improvement but does not directly reduce current audit risks

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\* D (Financial risks) # ISO 9001 focuses on quality risks, not financial risks.

## 問題 #19

You are carrying out an annual audit at an organisation that has been certificated to ISO 9001 for two years.

The organisation offers home security

services. The scope of the quality management system covers alarm installation, alarm servicing, alarm monitoring and response. The business operates from a single office and employs subcontract installers and service technicians across the country.

You have just completed the opening meeting. You are interviewing the Managing Director (MD).

You: "I would like to gain an understanding of how the quality management system has been supporting your business and its

strategic direction." MD: "We are continuing to face difficult times. The market is extremely competitive, and customers typically

look for the least expensive option when choosing home security services. We have not yet seen any business benefit from our

quality management system." You: "Tell me how you determine external and internal issues." MD: "We use SWOT analysis

(Strengths Weaknesses, Opportunities, Threats)." You: "How have the outputs from your SWOT been used?" Select two of the

following audit trails would you take to explore the extent to which the SWOT analysis and the outputs from this have been used to

enable the business to achieve the intended results(s) of its quality management system according to ISO 9001.

- A. Establish how many interested parties need to be consulted
- B. Establish whether the SWOT analysis has been reviewed by the procurement manager
- C. Establish whether the SWOT analysis is focussed solely on the QMS
- D. Establish what actions were taken to improve the QMS
- E. Establish how the organisation reviews information about external and internal issues
- F. Establish how the organisation shares information with external interested parties

答案： D,E

解題說明：

According to ISO 9001:2015, clause 4.1, the organisation must determine the external and internal issues that are relevant to its purpose and that affect its ability to achieve the intended results of its quality management system. The organisation must also monitor and review the information about these issues. SWOT analysis is a tool that can help the organisation to identify its strengths, weaknesses, opportunities, and threats. However, the SWOT analysis alone is not sufficient to comply with the requirement, as the organisation also needs to review the information periodically and update it as necessary. Therefore, one audit trail would be to establish how the organisation reviews information about external and internal issues, such as how often, by whom, using what criteria, and with what results. 123 According to ISO 9001:2015, clause 10.3, the organisation must continually improve the suitability, adequacy, and effectiveness of the quality management system. The organisation must also consider the results of analysis and evaluation, and the outputs from management review, to determine if there are any needs or opportunities for improvement. SWOT analysis can help the organisation to identify the areas where improvement is needed or possible, such as addressing the weaknesses and threats, or exploiting the strengths and opportunities. However, the SWOT analysis alone is not sufficient to comply with the requirement, as the organisation also needs to take actions to implement the improvement, such as setting objectives, allocating resources, assigning responsibilities, and evaluating the effectiveness. Therefore, another audit trail would be to establish what actions were taken to improve the QMS, such as what, when, by whom, how, and with what results. 124

References:

1: ISO 9001:2015 - Quality management systems - Requirements

2: Advisera, "Context of the organization in ISO 9001:2015 explained", <https://advisera.com/9001academy/knowledgebase/how-to-identify-the-context-of-the-organization-in-iso-90012015/>

3: ISO Templates, "ISO 9001 - Clause 4: Context of the organisation explained", <https://resources.iso-templates.com/blog/iso-9001-clause-4-context-of-the-organisation-explained>

4: Advisera, "How to implement continual improvement in ISO 9001", <https://advisera.com/9001academy/knowledgebase/how-to-implement-continual-improvement-in-iso-9001/>

## 問題 #20

