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

| Topic | Details |
|--------------|---|
| Topic 1 | <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. |
| Topic 2 | <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 3 | <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. |

PECB QMS ISO 9001:2015 Lead Auditor Exam Sample Questions (Q66-Q71):

NEW QUESTION # 66

Takitup is a small fabrication organisation that manufactures steel fencing, stairs and platforms for the construction sector. It has been certified to ISO 9001 for some time and has appointed a new Quality Manager. The audit plan during a surveillance audit covers the organisation's improvement actions and the auditor asks to see the most recent management review meeting minutes.

The auditor finds that the management review report records that none of the improvement actions set by the previous review has been realised for a second time. A new Quality Manager has been brought in at the middle management level to rectify the situation as the organisation is concerned that it might lose its certification.

Select three options that would provide evidence of conformance with clause 10.3 of ISO 9001.

- A. An increase in the number of quality staff.
- B. Automate the fabrication process to increase profitability.
- C. Removing expensive external providers from the database.
- D. The certification body auditor reporting fewer nonconformities.
- E. A quality objective to achieve lower reject rates by quality control.
- F. Considering results from the analysis of the effectiveness of corrective actions to determine improvement opportunities.
- G. Outsource more processes to external providers
- H. An enhanced customer satisfaction survey score than in the previous year.

Answer: E,F,H

NEW QUESTION # 67

Even though past audits have highlighted a consistently large number of nonconformities within an organisation's design team, the organisation has not varied the frequency or duration of audits on its audit plan.

The decision for whether this situation is acceptable or not should be governed by which of the following?

- A. A risk-based approach to the audit programme
- B. The organization's reasoning behind the lack of change to the audit plan
- C. The availability of competent internal auditors
- D. The authority of the audit team leader

Answer: A

NEW QUESTION # 68

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.

Which statement below represents the level of responsibility demonstrated by the audit team in scenario 3?

- A. No negligence, the audit team has demonstrated diligence during the audit and followed the best practices.
- B. Ordinary negligence, the audit team has demonstrated lack of diligence.
- C. Gross negligence, the audit team has demonstrated a total lack of diligence.
- D. Willful misconduct, the audit team intentionally disregarded audit procedures.

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation:

ISO 19011:2018 requires auditors to conduct audits professionally and diligently.

Clause References:

* ISO 19011:2018, Clause 4.4 - Professional Care: Auditors must exercise due diligence in conducting audits.

* ISO 9001:2015, Clause 9.2 - Internal Audit: Requires objective and systematic audits to evaluate QMS effectiveness.

Why is the Correct Answer A?

* The audit team followed best practices by gathering verifiable audit evidence through interviews, document reviews, and observations.

* They ensured fair presentation of findings in the final audit report.

* They complied with ISO 9001 and ISO 19011 guidelines for audit procedures.

Why are the Other Options Incorrect?

* B (Ordinary negligence) # No evidence of negligence; the team followed structured audit processes.

* C (Gross negligence) # No indication that the auditors ignored important responsibilities.

* D (Willful misconduct) # The auditors acted professionally and did not intentionally disregard rules.

NEW QUESTION # 69

You are auditing a manufacturer of specialty tea products during a Stage 2 certification audit. In the quality laboratory, you interview one of three operatives conducting sensory testing of a batch from the production line.

Select three options of evidence which could demonstrate conformance with clause 9.1.1 of ISO 9001:2015.

- A. Analysis of the results of sensory tests
- B. Safe disposal of the tested product
- C. Sensory testing results are recorded
- D. Operatives having a university degree in food science
- E. Laboratory staff routinely tested for respiratory ailments
- F. Outsourcing the sensory testing to an accredited laboratory
- G. Independent experts were brought in to review test processes
- H. The Hedonic Method is used to monitor the quality of the product

Answer: A,C,H

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Clause 9.1.1 - Monitoring, measurement, analysis and evaluation (General) requires the organization to:

"Determine what needs to be monitored and measured, the methods for monitoring, measurement, analysis and evaluation needed to ensure valid results, and when results shall be analyzed and evaluated." The goal is to ensure valid, reliable, and consistent measurement of process and product performance. Here's how each correct option supports compliance:

B. Analysis of the results of sensory tests

This directly aligns with the requirement for analysis and evaluation of monitoring results. Clause 9.1.3 also supports the use of such data for evaluating product conformity and process effectiveness.

G. Sensory testing results are recorded

This supports documented evidence of monitoring results, as required under 9.1.1(e), to verify that quality checks (such as flavor and aroma assessments) are being done consistently.

H. The Hedonic Method is used to monitor the quality of the product

Use of a standardized measurement method like the Hedonic Scale aligns with 9.1.1(b), which requires defined methods to ensure valid and reproducible results.

Why the Other Options Are Incorrect or Less Relevant:

A). University degrees # Related to competence (Clause 7.2), not monitoring and measurement (Clause 9.1.1).

C). Independent expert review # Not part of regular monitoring unless it's built into the process.

D). Respiratory testing # Irrelevant to product quality monitoring.

E). Outsourcing # Would shift responsibility but doesn't demonstrate internal conformance.

F). Safe disposal # Pertains to Clause 8.5.4 (Preservation), not Clause 9.1.1.

References:

ISO 9001:2015 Clause 9.1.1 - Monitoring, measurement, analysis and evaluation ISO 9001:2015 Clause 9.1.3 - Analysis and evaluation ISO 9001:2015 Clause 7.2 - Competence (for contrast)

NEW QUESTION # 70

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:

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□ According to the ISO 9000:2015 document, the seven quality management principles are:

Customer focus

Leadership

Engagement of people

Process approach

Improvement

Evidence-based decision making

Relationship management

For each principle, the document provides a statement, a rationale, key benefits, and actions you can take to apply the principle in your organization.

Based on the document, here is a possible way to match a potential benefit to each of the four quality management principles you mentioned:

Table

Quality management principle

Potential benefit

Customer focus

Increased revenue and market share

Engagement of people

Enhanced trust and collaboration throughout the organization

Improvement

Enhanced drive for innovation

Evidence-based decision making

Increased ability to demonstrate effectiveness of past actions

NEW QUESTION # 71

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