

高通過率的ISO-9001-Lead-Auditor考題套裝&資格考試與真實材料的領導者&PECB QMS ISO 9001:2015 Lead Auditor Exam



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PECB ISO-9001-Lead-Auditor 考試大綱：

主題	簡介
主題 1	<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.
主題 2	<ul style="list-style-type: none">Conducting an ISO 9001 audit: It evaluates your skills to conduct a QMS audit.
主題 3	<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.
主題 4	<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.
主題 5	<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.
主題 6	<ul style="list-style-type: none">Preparing an ISO 9001 audit: This topic covers sub-topics related to preparing a quality management system audit.

>> ISO-9001-Lead-Auditor考題套裝 <<

ISO-9001-Lead-Auditor熱門證照，ISO-9001-Lead-Auditor在線考題

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題庫列印出來、可PC閱讀、可拷貝；ISO-9001-Lead-Auditor 軟件版本，多功能在線模擬測試，可以重複在多台電腦安裝使用，不限IP。

最新的 ISO 9001 ISO-9001-Lead-Auditor 免費考試真題 (Q76-Q81):

問題 #76

An audit team of three people is conducting a Stage 2 audit to ISO 9001 of an engineering organisation which manufactures sacrificial anodes for the oil and gas industry in marine environments. These are aluminium products designed to prevent corrosion of submerged steel structures. As one of the auditors, you find that the organisation has shipped anodes for Project DK in the Gulf of Mexico before the galvanic efficiency test results for the anodes have been fully analysed and reported as required by the customer. The Quality Manager explains that the Managing Director authorised the release of the anodes to avoid late delivery as penalties would be imposed. The customer was not informed since the tests rarely fall below the required efficiency. You raise a nonconformity against clause 8.6 of ISO 9001.

During the audit team meeting in preparation for the Closing meeting, the second auditor disagreed with the clause of ISO 9001 selected for the above nonconformity. He thinks it should be clause 9.1.1.

Choose three options for how the audit team leader should best respond to the situation:

- A. Advise that he will think about the clause and announce his decision during the Closing meeting.
- B. Suggest that neither clause is accurate and instead propose clause 9.1.3 as the best one for the nonconformity.
- C. Try to obtain a consensus between you and the second auditor after a discussion of the different opinions.
- D. Immediately agree with the second auditor that clause 9.1.1 would be better.
- E. Invite you and the second auditor to fully explain your point of view and then decide which clause to select.
- F. Review the evidence with you and the second auditor, and then decide which clause of ISO 9001 would best apply.
- G. Immediately overrule the objection of the second auditor with no discussion of the clause.
- H. The audit team leader will refer to the quality manager to determine which clause they agree with.

答案：C,E,F

解題說明：

A: the audit team leader, it is crucial to manage differing opinions constructively and ensure that the correct clause is selected for the nonconformity based on solid evidence. Here's how the situation should be handled:

E: Invite you and the second auditor to fully explain your point of view and then decide which clause to select: This promotes collaboration and transparency, allowing both auditors to present their rationale for choosing the specific clause.

F:Review the evidence with you and the second auditor, and then decide which clause of ISO 9001 would best apply: Reviewing the evidence in relation to the specific requirements of ISO 9001 is essential for determining which clause is most appropriate.

H: Try to obtain a consensus between you and the second auditor after a discussion of the different opinions:

Consensus-building is a crucial skill for an audit team leader. Achieving agreement ensures the nonconformity is addressed accurately and with full team support.

Options such as overruling immediately (D) or deferring the decision without full discussion (B) could undermine team dynamics and the audit process. Consulting the quality manager (A) or selecting an entirely different clause (G) is unnecessary, as the team should resolve the issue internally.

問題 #77

Who would be defined as a witness during a witness audit?

Choose two of the following options:

- A. Someone with a qualification from the certification body
- B. An existing member of the audit team
- C. An assessor for the accreditation body
- D. An auditor

答案：C,D

解題說明：

Comprehensive and Detailed Explanation: = According to the web search results from my internal tool, a witness audit is a technique used during an accreditation audit, where the accreditation body observes the performance and competence of the certification body auditors in conducting an audit¹². A witness audit can also be used by a certification body to monitor and evaluate its own auditors³. During a witness audit, the following roles can be defined:

*An auditor: This is the person who is being witnessed by the accreditation body or the certification body. The auditor is responsible for conducting the audit according to the audit plan, criteria, and standards, and for providing audit evidence and findings¹²³.

*An assessor for the accreditation body: This is the person who witnesses the auditor on behalf of the accreditation body. The assessor is responsible for evaluating the auditor's performance and competence, and for providing feedback and recommendations to the accreditation body123.

The other options are not defined as witnesses during a witness audit, according to the web search results from my internal tool. They are:

*Someone with a qualification from the certification body: This is not a specific role in a witness audit, as anyone who is involved in the audit process should have a qualification from the certification body.

Moreover, having a qualification does not necessarily mean that the person is a witness or an auditor4.

*An existing member of the audit team: This is not a specific role in a witness audit, as the audit team consists of the auditors who are conducting the audit, not the ones who are witnessing it. The witness audit is a separate activity from the audit itself, and the witness should not interfere with the audit process or influence the audit outcome123.

Therefore, the correct answer is B and D.

References: 1: DQS Inc. | Witness Audits | Auditor Training 2: Have you ever been involved with a witness audit? - IFSQN 3: Certac - Witness Audit of Certification Bodies 4: ISO 19011:2018 - Guidelines for auditing management systems

問題 #78

You are carrying out an audit at a single-site organisation seeking certification to ISO 9001 for the first time.

The organisation offers warehousing and export services to customers. Customers are invoiced for the time stock items are stored in the warehouse. Transport to and from the warehouse is controlled by the organisation and approved subcontract transport services are used. The organization does not have its own transport vehicles. Stock items are not purchased by the organisation.

You have gathered audit evidence as outlined in the table. Match the ISO 9001 Clause 8 extract to the audit evidence.

Audit evidence	ISO 9001 Clause 8 extract
Four of the 10 pallets of stock sampled in the warehouse were not labelled.	
A damaged pallet of stock seen in the quarantine area was leaking liquid onto the floor.	
One of the fork-lift truck drivers had no fork-lift truck driving licence.	
There was no pest control provision in the warehouse.	
Two pallets of temperature-sensitive stock items were being stored at ambient as the chilled storage facility was full.	

To complete the table, click on the blank section you want to complete so it is highlighted in red and then click on the ISO 9001 Clause 8 extracts listed below. Alternatively, drag and drop each clause to the audit evidence that applies.

"8.5.2...shall use suitable means to identify outputs..."

"8.5.1 e ...shall include, as applicable...the appointment of competent persons..."

"8.1...shall plan, implement and control the processes..."

"8.7.1...shall ensure that outputs that do not conform to their requirements are identified and controlled..."

"8.5.4...shall preserve the outputs during production and service provision..."

答案:

解題說明：

Audit evidence	ISO 9001 Clause 8 extract
Four of the 10 pallets of stock sampled in the warehouse were not labelled.	"8.5.2...shall use suitable means to identify outputs..."
A damaged pallet of stock seen in the quarantine area was leaking liquid onto the floor.	"8.7.1...shall ensure that outputs that do not conform to their requirements are identified and controlled..."
One of the fork-lift truck drivers had no fork-lift truck driving licence.	"8.5.1 e ...shall include, as applicable...the appointment of competent persons..."
There was no pest control provision in the warehouse.	"8.5.4...shall preserve the outputs during production and service provision..."
Two pallets of temperature-sensitive stock items were being stored at ambient as the chilled storage facility was full.	"8.1...shall plan, implement and control the processes..."

To complete the table, click on the blank section you want to complete so it is highlighted in red and then click on the ISO 9001 Clause 8 extracts listed below. Alternatively, drag and drop each clause to the audit evidence that applies.

"8.5.2...shall use suitable means to identify outputs..."

"8.5.1 e ...shall include, as applicable...the appointment of competent persons..."

"8.1...shall plan, implement and control the processes..."

"8.7.1...shall ensure that outputs that do not conform to their requirements are identified and controlled..."

"8.5.4...shall preserve the outputs during production and service provision..."

Explanation:

The table below shows the possible matching of the ISO 9001 Clause 8 extract to the audit evidence.

Table

Audit evidence

ISO 9001 Clause 8 extract

Four of the 10 pallets of stock sampled in the warehouse were not labelled.

"8.5.2 ... shall use suitable means to identify outputs ..."

A damaged pallet of stock seen in the quarantine area was leaking liquid onto the floor.

"8.7.1 ... shall ensure that outputs that do not conform to their requirements are identified and controlled ..." One of the fork-lift truck drivers had no fork-lift truck driving licence.

"8.5.1 e ... shall include, as applicable ... the appointment of competent persons ..." There was no pest control provision in the warehouse.

"8.5.4 ... shall preserve the outputs during production and service provision ..." Two pallets of temperature-sensitive stock items were being stored at ambient as the chilled storage facility was full.

"8.1 ... shall plan, implement and control the processes ..."

問題 #79

You are carrying out an audit at a single-site organisation seeking certification to ISO 9001 for the first time.

The organization manufactures cosmetics for major retailers.

You are interviewing the Manufacturing Manager (MM).

You: "I would like to begin by looking at the cleaning controls."

MM: "We record the cleaning of the equipment at the end of every batch. This document details the minimum cleaning frequency and

the procedures to follow for all areas and each item of equipment. The person who carries out the cleaning puts their initial on the document and records the time and date alongside." Narrative: You sample production records over 3-days and note down evidence of nonconformity as per the table below.

Date	Batches of product made	Production line to be cleaned	Cleaned by	Number of cleaning records
10/XX	10	Line 1	DS	6
	14	Line 2	HM	8
11/XX	12	Line 1	WR	7
	12	Line 2	DD	9
12/XX	15	Line 1	DS	10

You decide to raise a nonconformity.

Nonconformity report	
ISO 9001 Clause Number:	
Nature of problem:	
ISO 9001 requirement that has not been fulfilled:	
Evidence:	40 cleaning records are available for 63 batches.

To complete the nonconformity report click on the blank section you want to complete so it is highlighted in red and then click on the applicable text from the options below. Alternatively, you may drag and drop the options to the appropriate blank section.

Cleaning and sanitising not always completed.

ISO 9001 - "The organization shall implement planned arrangements, at appropriate stages, to verify that the product requirements have been met."

Cleaning and sanitising records are not available for every batch.

8.7

8.5.4

ISO 9001 - "The organization shall preserve the outputs during production provision to the extent necessary to ensure conformity to requirements."

Cleaning and sanitising are not always completed by trained staff.

6.2.1

ISO 9001 - "The organization shall implement production provision under controlled conditions."

答案:

解題說明:

You decide to raise a nonconformity.

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Nonconformity report	
ISO 9001 Clause Number:	8.5.4
Nature of problem:	ISO 9001 - "The organization shall implement planned arrangements, at appropriate stages, to verify that the product requirements have been met."
ISO 9001 requirement that has not been fulfilled:	63 batches.
Evidence:	

To complete the nonconformity report click on the blank section you want to complete so it is highlighted in red and then click on the applicable text from the options below. Alternatively, you may drag and drop the options to the appropriate blank section.

Cleaning and sanitising not always completed.	ISO 9001 - "The organization shall implement planned arrangements, at appropriate stages, to verify that the product requirements have been met."	
Cleaning and sanitising records are not available for every batch.	8.7	8.5.4
ISO 9001 - "The organization shall preserve the outputs during production provision to the extent necessary to ensure conformity to requirements."		
ISO 9001 - "The organization shall implement production provision under controlled conditions."	Cleaning and sanitising are not always completed by trained staff.	6.2.1

Explanation:

Nonconformity report

ISO 9001 Clause Number: 8.5.4 Nature of problem: Cleaning and sanitising records are not available for every batch. ISO 9001 requirement that has not been fulfilled: ISO 9001 - "The organization shall implement planned arrangements, at appropriate stages, to verify that the product requirements have been met." Evidence: 40 cleaning records are available for 63 batches.

問題 #80

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

答案: C

解題說明：

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)

問題 #81

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作為一位 ISO-9001-Lead-Auditor 考生而言，作好充分的準備可以幫助您通過考試。PDFExamDumps 的 ISO-9001-Lead-Auditor 題庫覆蓋了最新的 ISO-9001-Lead-Auditor 考試指南及考試真題題型。ISO-9001-Lead-Auditor 隸屬於 PEBC 認證考試科目。我們的 ISO-9001-Lead-Auditor 認證考題已經幫助很多考生通過考試，試題質量和考題的覆蓋率都有保證，保證考生權利不受任何損失。獲取 ISO-9001-Lead-Auditor 考試認證證書可以用來實施一些複雜多變的工程。

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