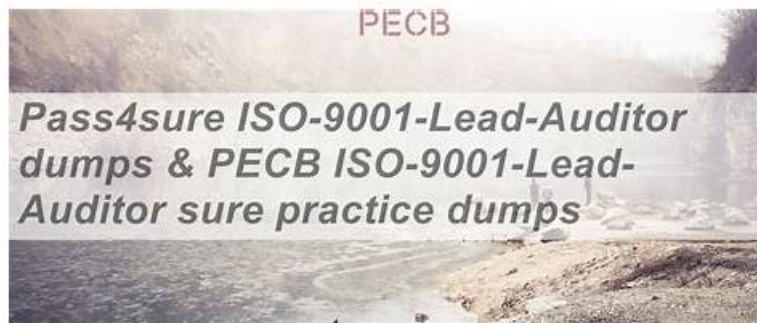


PECB ISO-9001-Lead-Auditor VCE Dumps & Testking IT echter Test von ISO-9001-Lead-Auditor



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PECB ISO-9001-Lead-Auditor Prüfungsplan:

Thema	Einzelheiten
Thema 1	Fundamental audit concepts and principles: Questions about interpreting and applying the main concepts and principles related to a QMS audit appear in this topic.
Thema 2	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.
Thema 3	Preparing an ISO 9001 audit: This topic covers sub-topics related to preparing a quality management system audit.

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ISO-9001-Lead-Auditor Prüfungsfragen, ISO-9001-Lead-Auditor Fragen und Antworten, QMS ISO 9001:2015 Lead Auditor Exam

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PECB QMS ISO 9001:2015 Lead Auditor Exam ISO-9001-Lead-Auditor Prüfungsfragen mit Lösungen (Q226-Q231):

226. Frage

Which two of the following work documents are not required for audit planning by an auditor conducting a certification audit?

- A. An organization's financial statement

- B. A checklist
- C. An audit plan
- D. An evidence sampling strategy
- **E. A career history of the quality manager**
- F. A list of interested parties

Antwort: A,E

227. Frage

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 situation presented in scenario 2 is NOT compliant with ISO 9001?

- A. The responsibilities and authorities for QMS roles were assigned by Leslie, the quality manager.
- B. The QMS implementation team comprised five middle managers.
- **C. The QMS implementation team did not include a representative from top management.**
- D. The quality policy was reviewed by the implementation team before top management approval.

Antwort: C

Begründung:

Comprehensive and Detailed In-Depth Explanation:

ISO 9001:2015 Clause 5.1.1 (Leadership and Commitment) states that top management must demonstrate leadership and commitment to the QMS by actively participating in QMS implementation, integration, and effectiveness.

In scenario 2, top management refused to be directly involved in the QMS implementation team, which violates Clause 5.1.1 because leadership involvement is essential for the system's success.

Other options do not indicate nonconformance:

* Option A (Middle managers in the QMS team) is acceptable.

* Option C (Leslie assigning roles) is valid if competence is ensured (Clause 5.3 - Organizational Roles, Responsibilities, and Authorities).

* Option D (Team reviewing the policy before approval) aligns with best practices.

Reference:

ISO 9001:2015, Clause 5.1.1 - Leadership and Commitment

ISO 9001:2015, Clause 5.3 - Organizational Roles, Responsibilities, and Authorities

228. Frage

What is reliability in the context of service quality?

- A. Ability to offer safe services
- **B. Providing the promised services correctly and dependably**
- C. Readiness and goodwill in providing services
- D. Ensuring service costs remain low

Antwort: B

Begründung:

Comprehensive and Detailed In-Depth Explanation: Reliability in service quality refers to the consistent and dependable delivery of

promised services.

ISO 9001:2015 emphasizes reliability through:

- * Clause 8.2.1 (Customer Communication) - Ensuring clarity in service commitments.
- * Clause 8.5.1 (Control of Service Provision) - Ensuring processes meet requirements consistently.

Other options do not fully define reliability:

- * Option A (Safe services) relates to safety, not reliability.
- * Option B (Readiness and goodwill) relates to responsiveness, not reliability.
- * Option D (Low cost) focuses on pricing, not quality.

229. Frage

You are conducting a Stage 1 audit at an organisation that services refrigeration equipment for a large customer base.

The scope of certification is "Provision of refrigeration equipment maintenance and repair services". You are interviewing the Managing Director to learn more about the organisation and to explore how the requirements for policy, objectives, and risks and opportunities in ISO 9001 are addressed.

The Managing Director explains that they only use sub-contract refrigeration engineers and do not have any full-time refrigeration engineers, which helps to optimise overhead costs. The full-time staff employed are essentially a small team of office staff who process customer enquiries, schedule jobs and process invoices.

The Managing Director adds that the ISO 9001 requirements for competence of personnel extends to both sub- contract and full-time staff. He also states that the full-time staff are aware of the Quality Policy, objectives and plans to address risk and opportunities.

You ask if the sub-contract engineers have been informed of the Quality Policy, objectives and plans to address risks and opportunities, to which the Managing Director replies that this is not applicable as they only use sub- contractors who operate ISO 9001 certificated quality management systems. The documented information provided to the auditor confirms this.

Which clause in ISO 9001 is most likely not to have been fulfilled in this instance?

- A. 7.4 Communication
- B. 7.3 Awareness
- C. 7.2 Competence
- D. 7.5 Documented information

Antwort: A

Begründung:

Questions no: 16 Verified = C. 7.4 Communication Comprehensive But Short Explanation: = Clause

7.4 of ISO 9001:2015 requires the organization to determine the internal and external communications relevant to the quality management system, including what will be communicated, when, with whom, and how. The scenario indicates a potential gap in communication with subcontractors regarding the Quality Policy, objectives, and plans to address risks and opportunities, which is a requirement even if the subcontractors have their own ISO 9001 certified systems¹²³. References: = This response is based on the general requirements of ISO 9001:2015 related to communication with external parties, such as subcontractors, as outlined in various resources discussing Clause 7.4¹²³.

230. Frage

You are conducting an ISO 9001 audit of a Materials Recycling Facility. The organisation processes waste plastics into raw materials for plastic bottle manufacturers. You reach the manual picking line where operators are removing contaminant materials from incoming products, such as plastic bags, plastic film and badly contaminated items that would compromise the recycling process. You interview the line supervisor.

You: "Why are these plastic items being rejected at this stage?"

Auditee: "They do not meet our processing standards."

You: "What is the reason for that?"

Auditee: "These items are likely to damage the machinery down the line. They can also compromise our quality standards. We need to protect our reputation for good quality output materials." You: "What happens to the rejected items?" Auditee: "Some get melted down in another process later on, and some are disposed of as waste products that cannot be recycled." You: "What happens to the waste products?" Auditee: "I'm not sure. I suppose they go to landfill." After further auditing, you have gathered additional evidence.

Match the following statements to the correct ISO 9001 standard clause shown.

To complete the table, click on the blank section you want to complete so that it is highlighted in red, and then click on the applicable text from the options below.

Alternatively, drag and drop each option to the appropriate blank section.

No specification is issued to the suppliers of waste plastic	
The picking operators have been trained	
No documentation is retained for rejected materials	
The rejected materials are segregated	
Management has set an objective for the level of recycling	
The quality policy appears in promotional material	

8.4.3.a

7.2.b

10.2.2

10.2.1

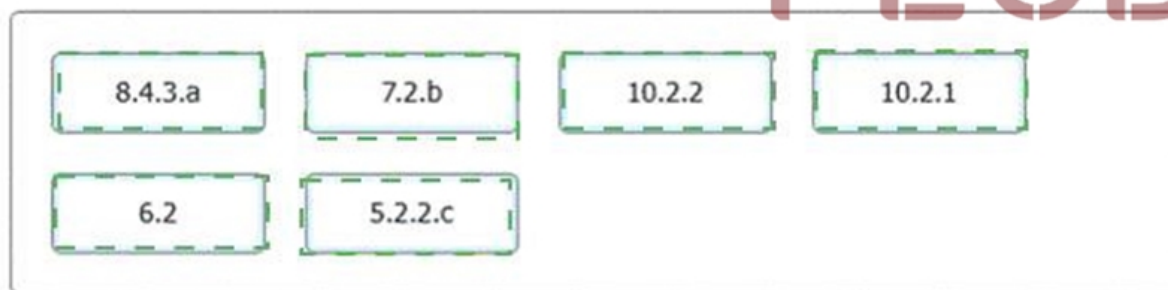
6.2

5.2.2.c

Antwort:

Begründung:

No specification is issued to the suppliers of waste plastic	8.4.3.a
The picking operators have been trained	7.2.b
No documentation is retained for rejected materials	10.2.2
The rejected materials are segregated	10.2.1
Management has set an objective for the level of recycling	6.2
The quality policy appears in promotional material	5.2.2.c



Explanation:

A # 8.4.3.a

B # 7.2.b

C # 10.2.2

D # 10.2.1

E # 6.2

F # 5.2.2.c

* 8.4.3.a - No specification is issued to the suppliers of waste plastic: This clause refers to the information provided to external providers, including requirements for products and services. If no specification is issued, it means the organization is not complying with this clause, which states:

"The organization shall ensure that the requirements for the products and services to be provided are adequately defined prior to communication to the external provider."

* 7.2.b - The picking operators have been trained: This falls under Competence requirements. Clause 7.2(b) requires that persons are competent on the basis of education, training, or experience:

"Ensure that these persons are competent on the basis of appropriate education, training, or experience."

* 10.2.2 - No documentation is retained for rejected materials: This relates to corrective action documentation. Clause 10.2.2 requires organizations to retain documented information as evidence of nonconformities and actions taken:

"The organization shall retain documented information as evidence of: the nature of the nonconformities and any subsequent actions taken..."

* 10.2.1 - The rejected materials are segregated: This links to the treatment of nonconforming outputs. Clause 10.2.1 discusses actions such as containment or segregation for nonconforming outputs:

"Deal with nonconforming outputs in one or more of the following ways: correction; segregation, containment..."

* 6.2 - Management has set an objective for the level of recycling: This refers to quality objectives.

Clause 6.2 requires that measurable quality objectives be established, and this includes setting performance targets:

"The organization shall establish quality objectives at relevant functions... The quality objectives shall be measurable..."

* 5.2.2.c - The quality policy appears in promotional material: Clause 5.2.2(c) requires the quality policy to be available to relevant interested parties. Using it in promotional material ensures that it is communicated externally:

"The quality policy shall be... available to relevant interested parties, as appropriate." References:

ISO 9001:2015, Clause 8.4.3 - Information for external providers

Clause 7.2 - Competence

Clause 10.2.2 - Corrective action documentation

Clause 10.2.1 - Nonconforming outputs
Clause 6.2 - Quality objectives
Clause 5.2.2 - Communicating the quality policy

231. Frage

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