

ISO-9001-Lead-Auditor Test Duration - ISO-9001-Lead-Auditor Reliable Test Pattern

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 (Q44-Q49):

NEW QUESTION # 44

"A set of interrelated or interlacing elements of an organization to establish policies and objectives, and processes to achieve those objectives" is the definition of a/an:

- A. Quality manual
- B. Organization scope
- C. Management system
- D. Standard

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation: According to ISO 9000:2015, which provides definitions for terms used in ISO 9001:2015, a management system is defined as a set of interrelated or interacting elements of an organization to establish policies, objectives, and processes to achieve those objectives.

A Quality Management System (QMS) is a type of management system that ensures organizations meet customer and regulatory requirements while improving performance.

Clause 3.5.3 of ISO 9000:2015 clearly defines "management system" and aligns with this question. The other options do not fit the definition:

* Standard refers to an established norm or requirement.

* Organization scope defines the boundaries of a QMS but is not a system itself.

* Quality manual is a document (optional under ISO 9001:2015) that describes a QMS but is not the system itself.

NEW QUESTION # 45

Whistiekleen is a national dry cleaning and laundry organisation with 50 shops. You are conducting a surveillance audit of the Head Office and are sampling customer complaints. You find that 80% of complaints originate from five shops in the same region. Most of these complaints relate to damage to customer laundry.

The Quality Manager tells you that these are the oldest shops in the organisation. The cleaning equipment needs replacing but the organisation cannot afford it now. You learn that the shop managers were told to dismiss most of the claims based on the poor quality of the laundered materials.

On raising the matter with senior management, you are told that there are plans to replace the equipment in these shops over the next five years.

Match the ISO 9001 Clauses to the statements.

Answer:

Explanation:

Explanation:

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Clause 8.5.3 - Property Belonging to Customers or External Providers: This clause requires the organization to care for customer property while it is under their control. If there is damage, they must inform the customer and retain documented information. Thus, informing customers of the reason for laundry damage relates directly to this clause. # Reference: ISO 9001:2015 Clause 8.5.3

Clause 7.1.3 b - Infrastructure: It refers to the provision and maintenance of infrastructure necessary for the operation of processes. This includes equipment. If resources are not allocated for outdated equipment, it directly breaches this clause. # Reference: ISO

9001:2015 Clause 7.1.3 b Clause 10.2.1 b - Corrective Action: This clause covers actions to eliminate the causes of nonconformities to prevent recurrence, including evaluating and correcting customer complaints. # Reference: ISO 9001:2015 Clause 10.2.1 b

Clause 5.1.2 b - Customer Focus (Top Management): Top management must ensure risks to customer satisfaction, including property damage, are addressed. This aligns with addressing the risk of damaging customer laundry. # Reference: ISO 9001:2015

Clause 5.1.2 b Clause 6.2 - Quality Objectives and Planning to Achieve Them: Setting objectives for reducing customer complaints (like those about laundry damage) falls under this clause. # Reference: ISO 9001:2015 Clause 6.2

NEW QUESTION # 46

Scenario 5: Mechanical-Electro (ME) Audit Stages

Mechanical-Electro, better known as ME, is an American company that provides mechanical and electrical services in China. Their services range from air-conditioning systems, ventilation systems, plumbing, to installation of electrical equipment in automobile plants, electronic manufacturing facilities, and food processing plants.

Due to the fierce competition from local Chinese companies and failing to meet customer requirements, ME's revenue dropped significantly. In addition, customers' trust and confidence in the company decreased, and the reputation of the company was damaged.

In light of these developments, the top management of ME decided to implement a quality management system (QMS) based on ISO 9001. After having an effective QMS in place for over a year, they applied for a certification audit.

A team of four auditors was appointed for the audit, including Li Na as the audit team leader. Initially, the audit team conducted a general review of ME's documents, including the quality policy, operational procedures, inventory lists, QMS scope, process documentation, training records, and previous audit reports.

Li Na stated that this would allow the team to maintain a systematic and structured approach to gathering documents for all audit stages. While reviewing the documented information, the team observed some minor issues but did not identify any major nonconformities. Therefore, Li Na claimed that it was not necessary to prepare a report or conduct a meeting with ME's representatives at that stage of the audit. She stated that all areas of concern would be discussed in the next phase of the audit.

Following the on-site activities and the opening meeting with ME's top management, the audit team structured an audit test plan to verify whether ME's QMS conformed to Clause 8.2.1 (Customer Communication) of ISO 9001.

To do so, they gathered information through group interviews and sampling. Li Na conducted interviews with departmental managers in the first group and then with top management. In addition, she chose a sampling method that sufficiently represented customer complaints from both areas of ME's operations.

The team members were responsible for the sampling procedure. They selected a sample size of 4 out of 45 customer complaints received weekly for electrical services and 2 out of 10 complaints for mechanical services.

Afterward, the audit team evaluated the evidence against the audit criteria and generated the audit findings.

According to scenario 5, Li Na conducted group interviews with departmental managers and top management by herself. Is this in accordance with audit best practices?

- A. Yes, only the audit team leader should conduct group interviews.
- **B. No, two auditors should be present in case of group interviews.**
- C. Yes, the auditee's top management is always interviewed by the audit team leader only.

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation: According to ISO 19011:2018, Clause 6.4.6 (Conducting Interviews), group interviews should be conducted with at least two auditors to ensure objectivity and accuracy.

* This prevents bias or misinterpretation of responses.

* It allows for cross-validation of information.

* It ensures that the audit results remain objective and impartial.

Since Li Na conducted the group interviews alone, she did not follow audit best practices. The correct approach would have been to have another auditor present during the interviews.

NEW QUESTION # 47

Which two of the following statements related to Stage 1 of an initial certification audit against ISO 9001:2015 are true?

- **A. Reviews the processes with high level of risk**
- B. Evaluates the conditions of all sites
- C. During the Stage 1 audit, the audit team:
- D. Verifies the degrees of customer satisfaction
- E. Verifies the compliance with legal requirements
- **F. Reviews the client's management system documented information**
- G. Evaluates the results of the last management review

Answer: A,F

Explanation:

* Reviews the client's management system documented information: This activity involves checking the documentation of the quality management system, such as the quality policy, the quality objectives, the scope, the processes, and the procedures, to ensure that they meet the requirements of ISO 9001:2015:12.3. The audit team also evaluates the client's understanding and implementation of

the standard, and identifies any gaps or nonconformities that need to be addressed before the Stage 2 audit¹²³.

*Reviews the processes with high level of risk: This activity involves assessing the processes that have a significant impact on the quality of the products or services, or that pose a high risk of nonconformity or customer dissatisfaction¹²³. The audit team also verifies the client's risk management approach, and evaluates the effectiveness of the controls and actions taken to mitigate the risks¹²³.

The other options are not statements that are true for the Stage 1 audit, according to the web search results from my internal tool. They may be related to other stages or types of audits, but they are not the focus of the Stage 1 audit.

Therefore, the correct answer is D and G.

References: 1: ISO 9001 Certification Audits | Stage 1 and Stage 2 - 9001. Simplified 2: Stage 1 of your Audit | NQA Blog 3: Getting Certified to ISO 9001 - the Stage 1 Audit

NEW QUESTION # 48

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 # 49

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