

信頼できるISO-9001-Lead-Auditorトレーニング資料 | QMS ISO 9001:2015 Lead Auditor Exam絶対有効なISO-9001-Lead-Auditor復習教材



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>> ISO-9001-Lead-Auditorトレーニング資料 <<

完璧なISO-9001-Lead-Auditorトレーニング資料試験-試験の準備方法-高品質なISO-9001-Lead-Auditor復習教材

最近PECB試験に参加する人が多くなっています。どのように試験を準備すべきですか? 受験生たちはまず試験センターでISO-9001-Lead-Auditor認証試験に関する情報を了解してください。順調にISO-9001-Lead-Auditor試験に合格するために、我々の問題集で復習することができます。我々の問題集は的中率が高いですから、あなたのISO-9001-Lead-Auditor試験への復習に役立つことができます。

PECB ISO-9001-Lead-Auditor 認定試験の出題範囲:

トピック	出題範囲
トピック 1	<ul style="list-style-type: none">品質管理システム (QMS) 要件:ISO 9001 に基づく品質管理システムのさまざまな要件を指摘し、説明する能力を評価します。
トピック 2	<ul style="list-style-type: none">ISO 9001 監査の終了:このトピックでは、QMS 監査の終了と監査フォローアップ活動の実施に焦点を当てています。
トピック 3	<ul style="list-style-type: none">ISO 9001 監査の準備:このトピックでは、品質管理システム監査の準備に関連するサブトピックについて説明します。

PECB QMS ISO 9001:2015 Lead Auditor Exam 認定 ISO-9001-Lead-Auditor 試験問題 (Q207-Q212):

質問 # 207

What is an advantage of group interviews?

- A. Auditors pay more attention to each interviewee
- B. Equal duration of time for each interviewee to answer questions
- C. Less time-consuming

正解: C

解説:

Comprehensive and Detailed In-Depth Explanation:

Group interviews allow auditors to gather more information in less time by:

- * Obtaining input from multiple participants simultaneously.
- * Encouraging discussions that might highlight inconsistencies.
- * Reducing the number of individual interviews needed.

While auditors strive for fairness, equal time for each interviewee is not guaranteed, and paying attention to each individual is more difficult in a group setting.

Reference:

ISO 19011:2018, Clause 6.4.6 (Conducting Interviews)

質問 # 208

An organisation wants to certify their ISO 9001:2015-based QMS for the first time. Arrange the activities in the correct sequence from 2 to 5.

To complete the sequence, 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, drag and drop the options to the appropriate blank section.

An organisation wants to certify their ISO 9001:2015-based QMS for the first time. Arrange the activities in the correct sequence from 2 to 5.

To complete the sequence, 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.

1.	Establish the management system
2.	<input type="text"/>
3.	<input type="text"/>
4.	<input type="text"/>
5.	<input type="text"/>
6.	Initial certification audit – stage 2

Internal audit Management Review Supplier audit Initial certification audit – stage 1

正解:

解説:

An organisation wants to certify their ISO 9001:2015-based QMS for the first time. Arrange the activities in the correct sequence from 2 to 5.

To complete the sequence, 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 the appropriate blank section.

1.	Establish the management system
2.	Supplier audit
3.	Internal audit
4.	Management Review
5.	Initial certification audit – stage 1
6.	Initial certification audit – stage 2

Internal audit Management Review Supplier audit Initial certification audit – stage 1

Explanation:

To certify an organization's ISO 9001:2015-based Quality Management System (QMS) for the first time, the correct sequence of activities would be:

- * Establish the management system (already in place).
- * Supplier audit
- * Internal audit
- * Management review
- * Initial certification audit - stage 1
- * Initial certification audit - stage 2 (already in place).

This sequence follows the typical path for preparing and ensuring that a QMS is functioning as required, leading up to certification.

質問 # 209

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

正解: A

解説:

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

質問 # 210

During an internal audit, a manufacturer of polystyrene packaging products for the electronics industry found that six per cent of finished products being ejected from the moulding machines fell onto the factory floor instead of into collection baskets. The factory floor was wet and dirty in places, so a lot of products were rejected at inspection. Auditors raised a non-conformity to the Maintenance Manager.

Select three options for the corrective action to be taken by the Maintenance Manager that could be needed to prevent rejects from recurring.

- A. Clean up dirty products before release to the customer.
- B. Ask customers to accept dirty products.
- C. Install guides at the point of ejection to better direct products into the baskets.
- D. Redesign the factory layout to better handle finished products.
- E. Set up a system of regular inspection of the floor condition.
- F. Place a worker at the ejection point to place any product falling to the floor into the baskets.
- G. Record every product falling onto the floor as a non-conformity.
- H. Make staff aware that products are falling onto the factory floor.

正解: C、D、E

解説:

ISO 9001:2015 requires organisations to take corrective action to eliminate the cause of a nonconformity in order to prevent recurrence, not merely to contain or correct individual instances.

Relevant ISO 9001 requirements

* Clause 10.2.1 - Nonconformity and corrective action The organisation shall react to the nonconformity, evaluate the need for action to eliminate the cause(s), and implement actions to prevent recurrence.

* Clause 8.5.1 - Control of production and service provision Production shall be carried out under controlled conditions, including suitable infrastructure and environmental conditions.

Explanation of the correct corrective actions:

D). Redesign the factory layout to better handle finished products

This addresses a systemic cause of the problem by improving how finished products are handled after ejection, reducing the likelihood of products falling to the floor. This is a true corrective action aligned with Clause 10.2.

E). Set up a system of regular inspection of the floor condition

The dirty and wet floor is a contributing cause to product rejection. Establishing regular inspection and maintenance of floor conditions addresses the environmental conditions for production, as required by Clause 8.5.1, and helps prevent recurrence.

G). Install guides at the point of ejection to better direct products into the baskets This directly eliminates the root cause of products missing the collection baskets by improving equipment control. It is an effective corrective action that prevents the nonconformity from happening again.

Explanation of why the other options are not corrective actions:

* A: Recording nonconformities is detection, not prevention.

* B: Placing a worker is a temporary containment action, not elimination of the root cause.

* C: Asking customers to accept dirty products is unacceptable and contrary to ISO 9001.

* F: Awareness alone does not remove the cause of the problem

* H: Cleaning products before release is correction, not corrective action, and does not prevent recurrence.

ISO-aligned conclusion:

Corrective actions must remove the root causes of nonconformities. In this scenario, improving product handling design, controlling environmental conditions, and modifying equipment to ensure correct ejection are the only actions that effectively prevent the recurrence of rejected products. Therefore, the correct answers are D, E and G.

質問 # 211

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 implement production provision under controlled conditions."	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

正解:

解説:

You decide to raise a nonconformity.

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." 3 batches.
ISO 9001 requirement that has not been fulfilled:	
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.

PECB

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.

質問 # 212

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