

# ISO-9001-Lead-Auditor QMS ISO 9001:2015 Lead Auditor Exam Pass4sure Zertifizierung & QMS ISO 9001:2015 Lead Auditor Exam zuverlässige Prüfung Übung



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>> ISO-9001-Lead-Auditor Testking <<

## ISO-9001-Lead-Auditor Deutsche Prüfungsfragen & ISO-9001-Lead-Auditor Deutsch Prüfung

Die PECB Zertifizierungen sind heute immer mehr populär, weil diese international anerkannt sind. Deshalb nehmen immer mehr Leute PECB an Zertifizierungsprüfungen teil. Darunter ist die PECB ISO-9001-Lead-Auditor Prüfung eine der wichtigsten Prüfungen. Und, Wie können Sie sich auf die PECB ISO-9001-Lead-Auditor Prüfung vorbereiten? Lernen alle Kenntnisse sehr fleißig auswendig? Oder Benutzen die hocheffektiven Prüfungsunterlagen?

## PECB QMS ISO 9001:2015 Lead Auditor Exam ISO-9001-Lead-Auditor Prüfungsfragen mit Lösungen (Q110-Q115):

### 110. Frage

What is a horizontal audit?

- A. In-depth investigation of all the processes in a specific department or organizational unit
- B. In-depth investigation of all the processes in major functional areas of the organization
- C. In-depth investigation of one process across various departments in the organization

Antwort: C

Begründung:

Comprehensive and Detailed In-Depth Explanation: A horizontal audit examines one process across multiple departments to assess

consistency.

Thus, A is the correct answer.

### 111. Frage

The following are stages of an audit, put them in the order they would be conducted.

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The first and last stages have been done for you.

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.

1. Establishing the audit programme objectives
2.
3.
4.
5.
6. Conducting the audit activities

Determining and evaluating the audit programme risks and opportunities

Preparing all audit activity

Initiating the audit

Establishing the audit programme

**Antwort:**

### Begründung:

The following are stages of an audit, put them in the order they would be conducted.

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1. Establishing the audit programme objectives
- Determining and evaluating the audit programme risks and opportunities
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Establishing the audit programme
4. 

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5. 

Preparing all audit activity
6. Conducting the audit activities

Determining and evaluating the audit programme risks and opportunities

Preparing all audit activity

Initiating the audit

Establishing the audit programme

**Explanation:**

Establishing the audit programme objectives

Determining and evaluating the audit programme risks and opportunities

Establishing the audit programme

Initiating the audit

Preparing all audit activity

Conducting the audit activities

According to ISO 19011:2018, clause 5, the audit programme is a set of one or more audits planned for a specific time frame and directed towards a specific purpose. The audit programme includes all activities necessary to plan, organize, and conduct the audits. The audit programme management involves the following steps1:

Establishing the audit programme objectives: The audit programme objectives define the intended outcomes of the audit programme, such as verifying conformity, evaluating performance, identifying improvement opportunities, etc. The audit programme objectives should be aligned with the strategic direction and policies of the organization and the needs and expectations of the interested parties.

Determining and evaluating the audit programme risks and opportunities: The audit programme risks and opportunities are the factors that can affect the achievement of the audit programme objectives, such as changes in the internal or external context, availability of resources, competence of auditors, etc. The audit programme risks and opportunities should be identified, analyzed, and evaluated to determine the appropriate actions to address them.

Establishing the audit programme: The audit programme is established by defining the audit programme scope, criteria, methods, and resources. The audit programme scope defines the extent and boundaries of the audit programme, such as the processes, functions, sites, activities, etc. that will be audited. The audit programme criteria are the set of policies, procedures, or requirements used as a reference for the audits. The audit programme methods are the techniques used to conduct the audits, such as interviews, observations, document review, sampling, etc. The audit programme resources are the human, technical, and financial resources needed to implement the audit programme.

**Initiating the audit:** The audit initiation is the process of formally establishing the arrangements for an individual audit within the audit programme. The audit initiation involves contacting the auditee and the audit client, confirming the audit objectives, scope, and criteria, and obtaining the necessary information and access for the audit.

**Preparing all audit activity:** The audit preparation is the process of developing the audit plan and the audit work documents for an individual audit. The audit plan is a document that provides the basis for agreement regarding the conduct of the audit, such as the audit schedule, the audit team, the audit methods, the audit language, the audit report, etc. The audit work documents are the records that provide evidence of the audit activities, such as the audit checklist, the audit notes, the audit findings, etc.

**Conducting the audit activities:** The audit activities are the processes of collecting and verifying audit evidence and evaluating it against the audit criteria to make the audit conclusions. The audit activities include the opening meeting, the communication during the audit, the roles and responsibilities of the audit team and the auditee, the audit evidence collection and verification, the audit findings generation and recording, the closing meeting, and the audit report preparation and distribution.

References: ISO 19011:2018(en), Guidelines for auditing management systems

## 112. Frage

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).

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| Quality management principles  |   |
|--------------------------------|---|
| Customer focus                 | I |
| Engagement of people           | I |
| Improvement                    | I |
| Evidence-based decision-making | I |

To complete the table 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 each of the following potential benefits to a QMP.

|                                                              |                                                                        |                                                                       |                                                   |
|--------------------------------------------------------------|------------------------------------------------------------------------|-----------------------------------------------------------------------|---------------------------------------------------|
| Increased revenue and market share                           | Common understanding of objectives and values among interested parties | Better communication between levels and functions of the organisation | Improved operational effectiveness and efficiency |
| Enhanced trust and collaboration throughout the organisation | Enhanced drive for innovation                                          | Increased ability to demonstrate effectiveness of past actions        |                                                   |

**Antwort:**

## Begründung:

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).

| Quality management principles  |                                                                |
|--------------------------------|----------------------------------------------------------------|
| Customer focus                 | Increased revenue and market share                             |
| Engagement of people           | Enhanced trust and collaboration throughout the organisation   |
| Improvement                    | Enhanced drive for innovation                                  |
| Evidence-based decision-making | Increased ability to demonstrate effectiveness of past actions |

To complete the table 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 each of the following potential benefits to a QMP.

|                                                              |                                                                        |                                                                       |                                                   |
|--------------------------------------------------------------|------------------------------------------------------------------------|-----------------------------------------------------------------------|---------------------------------------------------|
| Increased revenue and market share                           | Common understanding of objectives and values among interested parties | Better communication between levels and functions of the organisation | Improved operational effectiveness and efficiency |
| Enhanced trust and collaboration throughout the organisation | Enhanced drive for innovation                                          | Increased ability to demonstrate effectiveness of past actions        |                                                   |

**Explanation:**

**Quality management principles:**

Customer focus = Increased revenue and market share

Engagement of people = Enhanced trust and collaboration throughout the organisation Improvement = Enhanced drive for innovation

Evidence-based decision-making = Increased ability to demonstrate effectiveness of past actions According to the Quality management principles document published by ISO, each quality management principle has a statement, a rationale, key benefits, and actions you can take to apply it. Based on these descriptions, the potential benefits can be matched to the corresponding principles as follows:

**Customer focus:** The primary focus of quality management is to meet customer requirements and to strive to exceed customer expectations. The key benefits of this principle include increased customer value, customer satisfaction, customer loyalty, repeat business, reputation, customer base, revenue and market share.

**Engagement of people:** Competent, empowered and engaged people at all levels throughout the organization are essential to enhance its capability to create and deliver value. The key benefits of this principle include improved understanding of the organization's objectives and values, increased involvement in improvement activities, enhanced personal development, increased motivation and

empowerment, enhanced trust and collaboration, and increased recognition and rewards.

**Improvement:** Successful organizations have an ongoing focus on improvement. The key benefits of this principle include improved organizational capabilities, alignment of improvement activities at all levels, increased ability to anticipate and react to opportunities and threats, enhanced drive for innovation, and increased levels of satisfaction.

**Evidence-based decision-making:** Decisions based on the analysis and evaluation of data and information are more likely to produce desired results. The key benefits of this principle include improved decision-making processes, increased ability to demonstrate the effectiveness of past decisions, increased ability to review, challenge and change opinions and decisions, and increased ability to improve performance.

### 113. Frage

In the context of a third-party management system certification audit, which two of the following statements are correct?

- A. A Stage 2 audit evaluates how efficiently the organisation is implementing its management system
- B. The Stage 2 audit cannot include remote access to electronic site(s) that contain information relevant to the audit of the management system
- C. The purpose of a Stage 2 audit is to certify an organisation to ISO 9001.
- D. The Stage 2 audit must be conducted by auditors who have never worked for the auditee
- E. The Stage 2 audit should include an opening meeting at the start of the audit and a closing meeting at the conclusion of the audit.
- F. The purpose of a Stage 2 audit is to evaluate the implementation of the auditee's management system.

**Antwort: E,F**

### 114. Frage

An internal auditor of a manufacturer of polystyrene packaging products for the electronics industry raised a nonconformity against section 10.3 of ISO 9001 in Report IA202. The nonconformity (NC 3) stated:

"The reject rate of 'finished' product of 9.7% needs improvement as it doesn't meet the stated objective of top management of 5%."

Just before the Closing meeting of a third-party audit, the audit team leader is invited to a meeting with the Quality Manager. He tells the audit team leader that a member of the audit team was seen taking photographs of the factory on his phone during the day and wants him suspended from the Closing meeting with any nonconformities raised by him rescinded. The issue of photographs was not discussed during the opening meeting.

Select the three options for how the audit team leader might deal with this situation.

- A. Advise the Quality Manager that he, as audit team leader, needs to speak to the auditor about the situation and he will report back to the Quality Manager once this is done
- B. Delay the Closing meeting until the audit team leader has consulted his audit programme manager at Head Office
- C. State that the auditor will take no further part in the audit and all his photographs will be deleted
- D. Insist that the nonconformities must stand since they have been agreed by the team from other evidence gathered
- E. Advise the Quality Manager that the auditor will be reported to Head Office
- F. Apologise for the situation and ensure the Quality Manager that all photographs will be deleted during the Closing meeting

**Antwort: A,B,D**

### 115. Frage

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