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## ISO 9001:2015 Quality Management System Lead Auditor Training

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## PECB QMS ISO 9001:2015 Lead Auditor Exam Sample Questions (Q151-Q156):

### NEW QUESTION # 151

In the context of a third-party certification audit, it is very important to have effective communication. Which is not the responsibility of the audit team leader?

- A. Planning formal communication arrangements, so an auditee can communicate with the auditor any time during the audit.
- B. Confirming formal communication channels between the audit team and the auditee during the opening meeting.
- C. **If audit objectives are unattainable, reporting the reasons to the accreditation body.**
- D. Communicating the progress, any significant findings and any concerns to the auditee and audit client, as appropriate.

**Answer: C**

**Explanation:**

Responsibilities of the Audit Team Leader:ISO 19011:2018 (guidelines for auditing management systems), which supports the principles in ISO 9001:2015, specifies the responsibilities of an audit team leader. These responsibilities include:

- \* Planning the audit and establishing effective communication between the audit team and auditee.
- \* Ensuring that formal communication channels are agreed upon and followed.
- \* Reporting the audit progress, significant findings, and any concerns to the auditee or audit client as necessary.
- \* Managing the audit team and ensuring adherence to the defined objectives and scope.

**Analysis of Options:**

- \* A. Reporting unattainable audit objectives to the accreditation body:Incorrect. This is not the responsibility of the audit team leader. The accreditation body oversees the certification body and is not directly involved in specific audits. If objectives are unattainable, the audit team leader would report them to the audit client (the certification body), not the accreditation body.
  - \* B. Planning formal communication arrangements:Correct. This is one of the responsibilities of the audit team leader. They ensure auditees can communicate with auditors as needed during the audit process.
  - \* C. Confirming communication channels during the opening meeting:Correct. During the opening meeting, the audit team leader must establish clear communication protocols to ensure effective information exchange between the audit team and auditee.
  - \* D. Communicating progress, findings, and concerns:Correct. Keeping the auditee and audit client informed about progress and significant findings is a critical responsibility of the audit team leader to maintain transparency and ensure the audit objectives are met.
- Why Option A is Correct: The audit team leader does not have any obligation to report unattainable objectives to the accreditation body. Instead, they are responsible for communicating issues to the audit client (typically the certification body). The accreditation body operates at a higher level and is concerned with overseeing certification bodies, not individual audits.

**Relevant References:**

- \* ISO 19011:2018, Clause 6.4 (Conducting the Audit): Emphasizes the responsibilities of the audit team leader, including communication with the auditee and client.
- \* ISO 9001:2015, Clause 9.2 (Internal Audit): Highlights the importance of planning and communication during audits, which is reflected in third-party audits as well.

## **NEW QUESTION # 152**

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 deaning 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:**

A screenshot of a computer AI-generated content may be incorrect.

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 # 153**

Select six tasks you would expect to be completed at the audit team meeting of a third-party audit team leader and his audit team in preparation for a Closing meeting for a four-day initial certification audit.

- A. Audit team leader completes final report, including individual findings and certification recommendation.
- B. Audit team review any points raised by the auditee nominated representative.
- C. Final audit team meeting to agree findings and categories including clarification of any uncertainties.
- D. Audit team agree final audit outcome recommendation.
- E. Re-audit corrective actions taken to correct findings found during the audit.
- F. Hold daily audit team meeting to review any timetable issues and potential findings and their impact on the audit for other team members.
- G. Audit team complete final version of their individual findings.
- H. Write the audit finding report out when detected and obtain signature of the auditee.
- I. Agree the roles of each audit team member for the closing meeting.
- J. Audit team leader informs the individual(s) managing the audit programme that the closing meeting is ready to be held.

**Answer: B,C,D,E,G,I**

**Explanation:**

The tasks that are expected to be completed at the audit team meeting of a third-party audit team leader and his audit team in preparation for a Closing meeting for a four-day initial certification audit are:

\*Option C: Final audit team meeting to agree findings and categories including clarification of any uncertainties. This option is correct because the audit team meeting is an opportunity for the audit team leader and the audit team members to review and consolidate the audit findings, to ensure that they are clear, accurate, objective, and supported by sufficient audit evidence. The audit team should also agree on the categories of the findings, such as nonconformity, observation, or opportunity for improvement, and resolve any uncertainties or disagreements among the audit team members.

\*Option D: Agree the roles of each audit team member for the closing meeting. This option is correct because the audit team meeting is an opportunity for the audit team leader to assign the roles and responsibilities of each audit team member for the closing meeting, such as presenting the audit findings, answering questions, or taking notes. The audit team leader should also ensure that the audit team members are prepared and confident to perform their roles and to communicate effectively with the auditee.

\*Option E: Audit team review any points raised by the auditee nominated representative. This option is correct because the audit team meeting is an opportunity for the audit team to review any points raised by the auditee nominated representative during the audit, such as requests for clarification, feedback, or complaints. The audit team should consider the validity and relevance of the points raised and decide how to address them in the closing meeting or in the audit report.

\*Option F: Audit team agree final audit outcome recommendation. This option is correct because the audit team meeting is an opportunity for the audit team to agree on the final audit outcome recommendation, based on the audit findings and the audit criteria. The audit team should also consider the implications and consequences of the audit outcome recommendation for the auditee and the certification body, and ensure that the recommendation is consistent and justified.

\*Option H: Audit team complete final version of their individual findings. This option is correct because the audit team meeting is an opportunity for the audit team to complete the final version of their individual findings, based on the agreement and feedback from the audit team meeting. The audit team should ensure that their individual findings are written in a clear, concise, and factual manner, and that they include the audit criteria, the audit evidence, and the audit conclusion. The audit team should also submit their individual findings to the audit team leader for review and approval.

\*Option I: Re-audit corrective actions taken to correct findings found during the audit. This option is correct because the audit team meeting is an opportunity for the audit team to re-audit the corrective actions taken by the auditee to correct the findings found during the audit, if applicable and feasible. The audit team should verify the effectiveness and adequacy of the corrective actions and update the audit findings accordingly. The audit team should also document the results of the re-audit and communicate them to the auditee.

The following options are not correct:

\*Option A: Audit team leader informs the individual(s) managing the audit programme that the closing meeting is ready to be held. This option is not correct because this task is not part of the audit team meeting, but part of the communication between the audit team leader and the individual(s) managing the audit programme. The audit team leader should inform the individual(s) managing the audit programme that the closing meeting is ready to be held after the audit team meeting, when the audit team has completed all the tasks and is ready to present the audit results to the auditee.

\*Option B: Hold daily audit team meeting to review any timetable issues and potential findings and their impact on the audit for other team members. This option is not correct because this task is not part of the final audit team meeting, but part of the daily audit team meetings that are held during the audit. The daily audit team meetings are opportunities for the audit team to review the progress and performance of the audit, to identify and resolve any issues or problems, and to coordinate and adjust the audit plan and activities as needed.

\*Option G: Audit team leader completes final report, including individual findings and certification recommendation. This option is not correct because this task is not part of the audit team meeting, but part of the audit reporting process. The audit team leader should complete the final report, including the individual findings and the certification recommendation, after the closing meeting, when the audit team has received and considered the feedback and comments from the auditee. The audit team leader should also ensure that the final report is reviewed and approved by the appropriate authorities before issuing it to the auditee and the certification body.

\*Option J: Write the audit finding report out when detected and obtain signature of the auditee. This option is not correct because this task is not part of the audit team meeting, but part of the audit evidence collection and documentation process. The audit team should write the audit finding report out when detected and obtain the signature of the auditee during the audit, when the audit team has observed and verified the audit evidence and has communicated the audit finding to the auditee. The signature of the auditee does not indicate acceptance or agreement with the audit finding, but only acknowledgement of receipt.

References:

- \*ISO 19011:2018 Guidelines for auditing management systems, Clause 6.4.2: Conducting audit activities, Subclause i) and j)
- \*ISO 9001 Lead Auditor Course Material, Module 5: Conducting an Audit, Slide 19: Audit Team Meeting
- \*ISO 9001 Lead Auditor Training Course - IRCA Certified, Section 5.4: Audit Team Meeting
- \*Lead Auditor Exam Preparation Guide (EPG) Template - PEBC, Section 3.2: Exam Content Outline, Subsection 3.2.1: Section 1 - Audit Fundamentals, Subsection 3.2.2: Section 2 - Audit Principles, Subsection 3.2.3: Section 3 - Audit Process, Subsection 3.2.4: Section 4 - Audit Competencies

#### **NEW QUESTION # 154**

You are carrying out an annual audit at an organisation that offers home security services. You are interviewing the Quality Manager (QM) You: "Would you tell me about your management review process?" QM: "The senior management team plans to review the management system every six months. The review follows a set agenda and records are maintained." You: "May I see the records from the last two management reviews?" Narrative: The Quality Manager gives you the latest record, which shows the last management review took place nine months ago.

The Quality Manager then gives you the previous management review record, which took place one year before the latest review. You: "Are there any other review reports in the last two years?"

QM: "No, these are the only ones."

**Answer:**

Explanation:

Explanation:

Nonconformity report

ISO 9001 Clause Number: 9.3.1 Nature of problem: Management review has not been conducted at the defined frequency. ISO 9001 requirement that has not been fulfilled: ISO 9001 - "Top management shall review the organization's quality management system at planned intervals." Evidence: The last management review took place nine months ago, and the previous one took place one year before the latest review. The planned interval is six months.

#### **NEW QUESTION # 155**

Select the word that best completes the sentence:

**Answer:**

Explanation:

Explanation:

According to the ISO - Management system standards page, the key benefits of an effective management system include improved operational effectiveness and efficiency, improved risk management and protection of people and the environment, and enhanced drive for innovation. The Integrated Use of Management System Standards (IUMSS) handbook also states that the purpose and objectives of management system standards are to help organizations improve their performance by specifying repeatable steps that organizations consciously implement to achieve their goals and objectives.

Therefore, the complete sentence is:

"The purpose of a management system standard is to improve the performance of an organisation."

#### **NEW QUESTION # 156**

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