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PECB ISO-9001-Lead-Auditor Exam Syllabus Topics:

Topic	Details
Topic 1	• Conducting an ISO 9001 audit: It evaluates your skills to conduct a QMS audit.
Topic 2	• Preparing an ISO 9001 audit: This topic covers sub-topics related to preparing a quality management system audit.
Topic 3	• Closing an ISO 9001 audit: The topic focuses on concluding a QMS audit and conducting audit follow-up activities.

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PECB QMS ISO 9001:2015 Lead Auditor Exam Sample Questions (Q86-Q91):

NEW QUESTION # 86
You are auditing an organisation that has been certificated to ISO 9001 for ten years. The organisation is a privately-owned, multi-site car tyre fitting organisation. You are auditing one of the sites. You are auditing the car tyre fitting service. You are interviewing the Site Manager (SM).
You: "Would you explain the car tyre fitting service?"
SM: "Of course. Customers typically call us by phone with their requirements. We ask them what they want.
We check whether we have the tyres
they need in stock. If we don't have the tyres in stock, we contact our supplier to confirm when they would be able to supply the tyres. We then determine the cost. We then check what availability we have in our busy schedule to fit the new tyres. We then inform the customer with details of cost and when we can fit the tyres. If the customer is happy to proceed with the booking, we update our Work Schedule. The same process applies for customers who walk into our office and for online requests." You: "What information do you retain should there be a defect reported by a manufacturer of tyres that you have fitted?" SM: "We maintain records of customer names, addresses and contact phone numbers. We maintain a record of the type of tyre fitted and the tyre manufacturers batch information. We also maintain a record of the registration numbers of the vehicles we have fitted tyres to. All records are in our Work Schedule." Which two of the following options you would take to enable you to gather further audit evidence to validate what the Site Manager has told you?

- A. Interview a tyre fitter to determine the type and batch of each tyre fitted to a car.
- B. Review the training record of the site manager.
- C. Interview a customer to determine how satisfied they are with the service.
- D. Review the Work Schedule for the past three weeks and verify what information has been recorded.
- E. Interview a tyre fitter to determine how long they have worked for the organisation.
- F. Review the Work Schedule dated three years ago and verify what information has been recorded.

Answer: A,D

NEW QUESTION # 87
Scenario 1: AL-TAX is a company located in California which provides financial and accounting services.
The company manages the finances of 17 companies and now is seeking to expand their business even more The CEO of AL-TAX, Liam Durham, claims that the company seeks to provide top-notch services to their clients Recently, there were a number of new companies interested in the services provided by AL-TAX.
In order to fulfill the requirements of new clients and further improve quality, Liam discussed with other top management members the idea of implementing a quality management system (QMS) based on ISO 9001.
During the discussion, one of the members of the top management claimed that the size of the company was not large enough to implement a QMS. In addition, another member claimed that a QMS is not applicable for the industry in which AL TAX operates. However, as the majority of the members voted for implementing the QMS. Liam initiated the project.
Initially, Liam hired an experienced consultant to help AL-TAX with the implementation of the QMS. They started by planning and developing processes and methods for the establishment of a QMS based on ISO
9001. Furthermore, they ensured that the quality policy is appropriate to the purpose and context of AL TAX and communicated to all employees. In addition, they also tried to follow a process that enables the company to ensure that its processes are adequately resourced and managed, and that improvement opportunities are determined.
During the implementation process, Liam and the consultant focused on determining the factors that could hinder their processes from achieving the planned results and implemented some preventive actions in order to avoid potential nonconformities Six months after the implementation of the QMS. AL-TAX conducted an internal audit. The results of the internal audit revealed that the QMS

was not fulfilling all requirements of ISO 9001. A serious issue was that the QMS was not fulfilling the requirements of clause 5.1.2 Customer focus and had also not ensured clear and open communication channels with suppliers.

Throughout the next three years, the company worked on improving its QMS through the PDCA cycle in the respective areas. To assess the effectiveness of the intended actions while causing minimal disruptions, they tested changes that need to be made on a smaller scale. After taking necessary actions, AL-TAX decided to apply for certification against ISO 9001.

Based on the scenario above, answer the following question:

The CEO of AL-TAX hired an experienced consultant to help with the implementation of the QMS. Is this required from ISO 9001?

- A. Yes, external advice is necessary for an effective implementation.
- B. Yes, especially for companies that do not have competent personnel.
- C. No, contracting external consultants is not required.

Answer: C

Explanation:
Comprehensive and Detailed In-Depth Explanation:
ISO 9001:2015 does not require an organization to hire external consultants for the implementation of a Quality Management System (QMS). Clause 7.2 (Competence) states that an organization must ensure that personnel are competent based on education, training, or experience. However, it does not mandate hiring an external consultant. The organization can choose to develop internal competency or seek external assistance at its discretion.

Additionally, Clause 5.1.1 (Leadership and Commitment) specifies that top management is accountable for the effectiveness of the QMS, including ensuring sufficient resources and competent personnel. Hiring an external consultant is an option, not a requirement.
Reference:
ISO 9001:2015, Clause 7.2 - Competence
ISO 9001:2015, Clause 5.1.1 - Leadership and Commitment

NEW QUESTION # 88

Select the phrase that best describes the purpose of a quality management system to ISO 9001 in relation to the performance of an organization.

- A. Monitors the performance
- B. Manages the performance
- C. Improves the performance
- D. Dictates the performance

Answer: C

Explanation:
* Understanding the Purpose of a Quality Management System (QMS):The primary objective of ISO 9001:2015 is to improve the overall performance of the organization by:
* Ensuring consistent delivery of products and services that meet customer and regulatory requirements.
* Focusing on enhancing customer satisfaction.
* Promoting continual improvement of the organization's processes and practices.
Reference:Clause 0.1 (General) of ISO 9001:2015 specifies that a QMS enables organizations to achieve better performance by consistently meeting customer needs and improving their processes. It further highlights that continual improvement is a cornerstone of the standard (Clause 10.3).
Option Analysis:
A: Manages the performance:Incorrect. A QMS provides a framework to manage processes, not directly manage performance. The improvement of performance is an outcome of managing processes effectively.
B: Monitors the performance:Incorrect. Monitoring is a component of performance evaluation (Clause 9.1) but does not define the overall purpose of the QMS.
C: Dictates the performance:Incorrect. ISO 9001 does not "dictate" performance but allows organizations to set their own objectives and improve their operations based on their specific context and goals.
D: Improves the performance:Correct. The fundamental purpose of a QMS as per ISO 9001 is continual improvement of the organization's performance. This includes improving operational efficiency, customer satisfaction, and product/service quality.
Why Option D is Correct:ISO 9001:2015 emphasizes the Plan-Do-Check-Act (PDCA) cycle and risk- based thinking, which are designed to drive improvements in organizational performance. Continuous assessment of processes and customer feedback ensures that the organization can adapt, innovate, and improve its effectiveness over time.
Clause 0.1: Purpose of the QMS.

Clause 10.3: Continual improvement ensures that the QMS remains effective and aligned with organizational objectives.
Clause 4.1: Context of the organization, which requires the QMS to align with organizational strategies and improve outcomes.

NEW QUESTION # 89
You have been just hired as the Internal Lead Auditor of a large organisation, responsible for internal audits.
Your first job is to analyse the answers to nonconformities included in the report of a recent internal audit to Top Management.
The report contained one nonconformity as follows:
There is no evidence of Top Management ensuring the availability of resources to operate the QMS, the establishment of objectives, the promotion of continual improvement, and the promoting of the process approach.
Which four of the following Top Management actions can be considered 'corrections to the nonconformity'?

- A. Top Management completed a course on ISO 9001
- B. Process approach has been communicated to the personnel
- C. Resources have been provided
- D. Improvement action has been promoted
- E. Top Management review will be carried out every six months instead of annually
- F. Top Management appoints a senior manager to oversee the quality manangement system
- G. All these actions will be reviewed during the Top Management meetings
- H. Objectives have been established

Answer: B,C,D,H

NEW QUESTION # 90
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 b appropriate blank section.

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

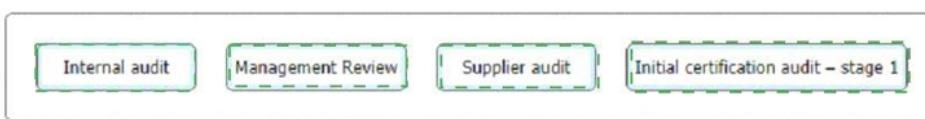| Internal audit	Management Review	Supplier audit	Initial certification audit – stage 1

Answer:

Explanation:

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 be 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

Options: 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.

NEW QUESTION # 91
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