

# ISO-9001-Lead-Auditor考古題推薦 - ISO-9001-Lead-Auditor考題寶典



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作為一位 PECB ISO-9001-Lead-Auditor 考生而言，作好充分的準備可以幫助您通過考試。首先您必須去當地考試中心諮詢相關考試信息，然後挑選最新的 ISO-9001-Lead-Auditor 考試題庫，因為擁有了最新的 ISO-9001-Lead-Auditor 考試題庫可以有利的提高通過考試的機率。使用PDFExamDumps 的題庫可以節省您寶貴的時間，保證你順利通過 ISO-9001-Lead-Auditor 考試。既能幫您節省時間，又可以順利幫助您通過考試，這將是您的最佳選擇。

## PECB ISO-9001-Lead-Auditor 考試大綱：

主題	簡介
主題 1	<ul style="list-style-type: none"><li>• Closing an ISO 9001 audit: The topic focuses on concluding a QMS audit and conducting audit follow-up activities.</li></ul>
主題 2	<ul style="list-style-type: none"><li>• Fundamental audit concepts and principles: Questions about interpreting and applying the main concepts and principles related to a QMS audit appear in this topic.</li></ul>
主題 3	<ul style="list-style-type: none"><li>• Conducting an ISO 9001 audit: It evaluates your skills to conduct a QMS audit.</li></ul>
主題 4	<ul style="list-style-type: none"><li>• Managing an ISO 9001 audit program: This topic evaluates your abilities to establish and managing a QMS audit program.</li></ul>

>> ISO-9001-Lead-Auditor考古題推薦 <<

## ISO-9001-Lead-Auditor考題寶典 - ISO-9001-Lead-Auditor最新題庫

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## 最新的 ISO 9001 ISO-9001-Lead-Auditor 免費考試真題 (Q154-Q159):

### 問題 #154

(Which of the following two activities can be carried out on-site by an auditor with no human interaction?)

- A. Conducting a document review
- B. Conducting interviews
- C. Audit customer communications about order handling enquiries
- D. Observing work performed
- E. Completing a questionnaire for the auditee
- F. Audit understanding of Business Context

答案: A,D

#### 解題說明:

ISO 9001:2015 requires audits to be objective, evidence-based, and independent. While the standard does not prescribe detailed audit techniques, it clearly supports the use of objective evidence that can be obtained without human interaction, particularly through observation and review of documented information.

# C. Observing work performed

\* Observation is a recognized audit technique where the auditor watches activities being carried out without questioning personnel.

\* ISO 9001 emphasizes verifying that processes are implemented as planned and achieve intended results.

\* Observation provides direct, objective evidence of process implementation.

# Supported by:

\* Clause 9.2.1 - Internal audits must determine whether the QMS is effectively implemented and maintained

\* Clause 4.4.1 - Processes must be implemented and controlled as planned Observation can therefore be done on-site, silently, and without interaction.

# F. Conducting a document review

\* Reviewing documented information (procedures, records, logs, policies) does not require interaction with auditees.

\* ISO 9001 explicitly requires the use and control of documented information and allows auditors to verify conformity by reviewing it independently.

# Supported by:

\* Clause 7.5.1 - The QMS shall include documented information required by ISO 9001

\* Clause 9.2.2 - Audit evidence shall demonstrate conformity to requirements Document review can be conducted on-site, at a desk, without speaking to anyone.

# Why the other options are NOT correct

\* A. Completing a questionnaire for the auditee Requires interaction and responses from people.

\* B. Audit understanding of Business Context Requires discussions with top management and review of strategic inputs (Clause 4.1).

\* D. Audit customer communications about order handling enquiries Normally requires discussion, clarification, or explanation of communication processes.

\* E. Conducting interviews By definition requires human interaction.

### 問題 #155

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

Engagement of people

Improvement

Evidence-based decision-making


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.

Enhanced drive for innovation

Better communication between levels and functions of the organisation

Improved operational effectiveness and efficiency

Enhanced trust and collaboration throughout the organisation

Increased ability to demonstrate effectiveness of past actions

Increased revenue and market share

Common understanding of objectives and values among interested parties

答案:

## 解題說明:

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.

Enhanced drive for innovation    Better communication between levels and functions of the organisation    Improved operational effectiveness and efficiency    Enhanced trust and collaboration throughout the organisation

Increased ability to demonstrate effectiveness of past actions    Increased revenue and market share    Common understanding of objectives and values among interested parties

### Explanation:

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<b>Quality management principles</b>	
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 ISO 9000:2015 document, the seven quality management principles are:

- Customer focus
- Leadership
- Engagement of people
- Process approach
- Improvement
- Evidence-based decision making
- Relationship management

For each principle, the document provides a statement, a rationale, key benefits, and actions you can take to apply the principle in your organization.

Based on the document, here is a possible way to match a potential benefit to each of the four quality management principles you mentioned:

Table

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

## 問題 #156

According to ISO 19011, what two activities take place during the conduct of an audit follow-up?

- A. Plan the next audit
- B. Assign roles and responsibilities of observers
- C. Determine feasibility of the audit
- D. Verify corrections taken to fix the reported non-conformities
- E. Verify the effectiveness of the implemented corrective actions
- F. Verify legal compliance

答案: D,E

解題說明:

According to ISO 19011:2018, clause 6.7, the audit follow-up is the process of verifying the completion and effectiveness of corrective actions taken by the auditee as a result of an audit. The audit follow-up can include two main activities:

Verifying the effectiveness of the implemented corrective actions: this means checking whether the actions taken by the auditee have addressed the root causes of the nonconformities and prevented their recurrence or occurrence in other areas. The verification can be done by reviewing documents, records, data, or other evidence provided by the auditee, or by conducting a follow-up audit on site or remotely.

Verifying corrections taken to fix the reported non-conformities: this means checking whether the auditee has corrected the nonconformities identified during the audit and eliminated their immediate effects. The verification can be done by reviewing documents, records, data, or other evidence provided by the auditee, or by conducting a follow-up audit on site or remotely.

The audit follow-up can be conducted as a separate audit or as part of a subsequent audit, depending on the audit programme, the audit objectives, the audit criteria, the audit scope, the audit risks, and the audit findings.

The audit follow-up should be planned and conducted in accordance with the same principles and processes as the initial audit, and the results should be documented and reported accordingly. References:

ISO 19011:2018(en), Guidelines for auditing management systems, clause 6.7 ISO 19011 Management Systems Audit Checklist | Process Street, task 6.7.1 and 6.7.2 Conducting the Audit Follow-Up: When to Verify - The Auditor, section "Conducting the audit follow-up"

### 問題 #157

You are conducting an audit at a single-site organisation seeking certification to ISO 9001 for the first time.

The organisation manufactures cosmetics for major retailers and the name of the retailer supplied appears on the product packaging. Sales turnover has increased significantly over the past five years. You are interviewing the new Product Development Manager. You note that a software application called SWIFT is used to help control the product development process.

You have gathered audit evidence as outlined in the table. Match the ISO 9001 clause 8.3 extracts to the audit evidence.

You are conducting an audit at a single-site organisation seeking certification to ISO 9001 for the first time. The organisation manufactures cosmetics for major retailers and the name of the retailer supplied appears on the product packaging. Sales turnover has increased significantly over the past five years.

You are interviewing the new Product Development Manager. You note that a software application called SWIFT is used to help control the product development process.

You have gathered audit evidence as outlined in the table. Match the ISO 9001 clause 8.3 extracts to the audit evidence.

Audit evidence	ISO 9001 Clause 8.3 extract
Half of all new products launched in the past 12 months were late. The NPD Manager explains he has not got enough people on his team to cope with the demand for new products.	<input type="text"/>
The NPD Manager explains many changes are made to cosmetic formulations during product development owing to retailer feedback. Only when confirmed by the retailer is the agreed formulation documented on SWIFT.	<input type="text"/>
The NPD Manager explains that the customer confirms their approval to proceed with a new formulation by email. These emails are kept on SWIFT.	<input type="text"/>
The NPD Manager shows you evidence of consumer trials that are carried out for some new products prior to full-scale launch.	<input type="text"/>
The NPD Manager explains that an approved external laboratory is used to perform shelf-life stability trials on some formulations during product development.	<input type="text"/>

To complete the table click on the blank section you want to complete so it is highlighted in red and then click on the ISO 9001 clause 8.3 extracts listed below. Alternatively, drag and drop each clause to the audit evidence that applies.

"8.3.2 e) ... internal ... resource needs for the design and development of products ..."

"8.3.6 ... retain documented information ..."

"8.3.4 d) ... conducted to ensure that the resulting products and services meet the requirements ..."

"8.3.2 e) ... external ... resource needs for the design and development of products ..."

"8.3.5 ... retain documented information ..."

答案:

解題說明:

□ Explanation:

□ The table below shows the possible matching of the ISO 9001 Clause 8.3 extract to the audit evidence.

Table

Audit evidence

ISO 9001 Clause 8.3 extract

Half of all new products launched in the past 12 months were late. The NPD Manager explains he has not got enough people on his team to cope with the demand for new products.

"8.3.2 e) ... internal ... resource needs for the design and development of products ..." The NPD Manager explains many changes are made to cosmetic formulations during product development owing to retailer feedback. Only when confirmed by the retailer is the agreed formulation documented on SWIFT.

"8.3.5 ... retain documented information ..."

The NPD Manager explains that the customer confirms their approval to proceed with a new formulation by email. These emails are kept on SWIFT.

"8.3.6 ... retain documented information ..."

The NPD Manager shows you evidence of consumer trials that are carried out for some new products prior to full-scale launch.

"8.3.4 d) ... conducted to ensure that the resulting products and services meet the requirements ..." The NPD Manager explains that an approved external laboratory is used to perform shelf-life stability trials on some formulations during product development.

"8.3.2 e) ... external ... resource needs for the design and development of products ..."

## 問題 #158

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.

ACB sent the audit objectives to the audit team after an agreement was reached. Is this acceptable?

- A. Yes, as long as the audit team leader approves.
- B. No, only the auditee should know the audit objectives.
- C. Yes, the audit objectives should be known only after an agreement is reached.
- **D. No, the audit objectives should be part of the audit offer.**

答案： D

解題說明：

Comprehensive and Detailed In-Depth Explanation:

Clause References:

\* ISO 19011:2018 (Guidelines for Auditing Management Systems), Clause 5.3 - Establishing the Audit Objectives

\* ISO/IEC 17021-1:2015, Clause 9.1.2 - Audit Planning

Why is the Correct Answer C?

\* Audit objectives must be clearly defined in the audit offer to ensure that the scope, criteria, and purpose are agreed upon in advance.

\* ISO/IEC 17021-1:2015 (which governs certification bodies) requires that audit objectives be established before the audit begins to ensure transparency and effectiveness.

\* Sending audit objectives after an agreement has been reached could lead to misalignment between the auditee's expectations and the audit's purpose.

Why are the Other Options Incorrect?

\* A (Audit objectives should be known only after agreement) # Incorrect because objectives must be pre-defined in the audit offer.

\* B (Only the auditee should know the objectives) # Incorrect because both the auditor and auditee must align on objectives.

\* D (Approval from the lead auditor is sufficient) # Incorrect because audit planning follows formal procedures defined by ISO/IEC 17021-1.

Reference:

ISO/IEC 17021-1:2015, Clause 9.1.2 - Audit Planning

ISO 19011:2018, Clause 5.3 - Establishing the Audit Objectives

## 問題 #159

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長久以來，PECB 就是電腦的代名詞。無論在美國國內還是在世界的電腦領域裏，PECB 都有著極其深遠的影響。而 ISO-9001-Lead-Auditor 考試是 PECB 公司的 QMS ISO 9001:2015 Lead Auditor Exam 證照考試官方代號，也是現在最熱門的證照考試，含金量很高。而獲得 PECB 的 ISO-9001-Lead-Auditor 證照不僅僅能證明您的 IT 技術能力，更

