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

Topic	Details
Topic 1	<ul style="list-style-type: none">• Fundamental audit concepts and principles: Questions about interpreting and applying the main concepts and principles related to a QMS audit appear in this topic.
Topic 2	<ul style="list-style-type: none">• Conducting an ISO 9001 audit: It evaluates your skills to conduct a QMS audit.

Topic 3	<ul style="list-style-type: none"> Managing an ISO 9001 audit program: This topic evaluates your abilities to establish and manage a QMS audit program.
Topic 4	<ul style="list-style-type: none"> Closing an ISO 9001 audit: The topic focuses on concluding a QMS audit and conducting audit follow-up activities.

PECB QMS ISO 9001:2015 Lead Auditor Exam Sample Questions (Q157-Q162):

NEW QUESTION # 157

What is the responsibility of the audit committee during an internal audit?

- A. To supervise all audit functions and activities
- B. To define the audit schedule
- C. To establish an internal audit program

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation: According to ISO 19011:2018, Clause 5.2 (Audit Program Management):

- * The audit committee is responsible for establishing the internal audit program.
- * The audit schedule (A) is determined within the program, but it is not the main role of the committee.

Thus, C is the correct answer.

NEW QUESTION # 158

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 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

Answer:

Explanation:

PECB

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."
ISO 9001 requirement that has not been fulfilled:	
Evidence:	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 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

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.

NEW QUESTION # 159

Scenario 2:

Bell is a Canadian food manufacturing company that operates globally. Their main products include nuts, dried fruits, and confections. Bell has always prioritized product quality and has maintained a good reputation for many years. However, the company's production error rate increased significantly, leading to more customer complaints.

To increase efficiency and customer satisfaction, Bell implemented a Quality Management System (QMS) based on ISO 9001. The top management established a QMS implementation team comprising five middle managers from various departments, including Leslie, the quality manager.

Leslie was responsible for assigning responsibilities and authorities for QMS-related roles. He also suggested including a top management representative in the QMS team, but top management declined due to other priorities.

The team defined the QMS scope as:

"The scope of the QMS includes all activities related to food processing." Leslie established a quality policy and presented it to the team for review before top management approval

. Top management also proposed a new strategy for handling customer complaints, requiring biweekly customer surveys to monitor customer perceptions.

Which of the following indicates that Bell has defined its quality objectives?

- A. Implementing a QMS to increase efficiency in the manufacturing process and customer satisfaction
- B. Establishing a new strategy for handling customer complaints and requests
- C. Establishing a QMS implementation team of middle managers from various departments
- D. Assigning responsibilities for QMS roles

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation: ISO 9001:2015, Clause 6.2 (Quality Objectives and Planning to Achieve Them) states that an organization must establish measurable and relevant quality objectives to improve QMS effectiveness.

Bell's strategy for handling customer complaints aligns with this requirement because it includes specific, measurable goals (biweekly customer surveys) to enhance customer satisfaction and service quality.

Other options are not directly related to defining quality objectives:

- * Option B (Implementing a QMS) refers to the overall system, not specific objectives.
- * Option C (Creating a QMS team) is an implementation step, not an objective.
- * Option D (Assigning responsibilities) is necessary for QMS but does not define objectives.

NEW QUESTION # 160

Scenario 2:

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The team defined the QMS scope as:

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. Top management also proposed a new strategy for handling customer complaints, requiring biweekly customer surveys to monitor customer perceptions.

Which situation presented in scenario 2 is NOT compliant with ISO 9001?

- **A. The QMS implementation team did not include a representative from top management.**
- B. The responsibilities and authorities for QMS roles were assigned by Leslie, the quality manager.
- C. The quality policy was reviewed by the implementation team before top management approval.
- D. The QMS implementation team comprised five middle managers.

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation:

ISO 9001:2015 Clause 5.1.1 (Leadership and Commitment) states that top management must demonstrate leadership and commitment to the QMS by actively participating in QMS implementation, integration, and effectiveness.

In scenario 2, top management refused to be directly involved in the QMS implementation team, which violates Clause 5.1.1 because leadership involvement is essential for the system's success.

Other options do not indicate nonconformance:

- * Option A (Middle managers in the QMS team) is acceptable.
- * Option C (Leslie assigning roles) is valid if competence is ensured (Clause 5.3 - Organizational Roles, Responsibilities, and Authorities).
- * Option D (Team reviewing the policy before approval) aligns with best practices.

Reference:

ISO 9001:2015, Clause 5.1.1 - Leadership and Commitment

ISO 9001:2015, Clause 5.3 - Organizational Roles, Responsibilities, and Authorities

NEW QUESTION # 161

What is an advantage of group interviews?

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

Answer: A

Explanation:

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)

NEW QUESTION # 162

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