

Useful Question ISO-9001-Lead-Auditor Explanations - Only in PrepAwayTest

ISO 9001 Lead Auditor Sample Exam Questions and Answers:

There are 4 sections in the ISO 9001 QMS Lead Auditor examination as illustrated in table 1 below. In this ISO 9001 lead auditor sample exam questions and answer article, we will examine one question per section and provide their answers.

In table 1 you can find the question break-ups and the passing scores.

Table 1: ISO 9001 Exam Section and Question break-up

Section	No of Questions	Minimum Pass Mark	Maximum Pass Mark
1	5	4.5	10
2	4	9.5	20
3	3	14.5	30
4	3	14.5	30
Total	15	62.5	90

Table 1 shows us the total available and minimum marks to pass each section. It is mandatory to pass each section. For example: if you have scored 6 marks on section 1, 18 marks on section 2, 10 marks on section 3 & 30 marks on section 4, your subtotal would be 64 marks. Though you have scored a total of 64 marks, since you haven't scored the minimum passing marks on section 3, it will still be considered a failure.

Now let's look at a few sample exam questions in each section.

Section 1:

This section has 5 questions and each carries 2 marks,

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

Topic	Details
Topic 1	Fundamental principles and concepts of a quality management system: The main objective of this domain is to evaluate your skills of explaining and applying ISO 9001 principles and concepts.
Topic 2	Conducting an ISO 9001 audit: It evaluates your skills to conduct a QMS audit.
Topic 3	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 4	• Preparing an ISO 9001 audit: This topic covers sub-topics related to preparing a quality management system audit.
Topic 5	• Managing an ISO 9001 audit program: This topic evaluates your abilities to establish and managing a QMS audit program.

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PECB QMS ISO 9001:2015 Lead Auditor Exam Sample Questions (Q99-Q104):

NEW QUESTION # 99

Who maintains ownership of the audit report?

- **A. The certification body**
- B. The audit team leader
- C. The auditee

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation:

According to ISO 17021-1:2015, Clause 9.4.8 (Audit Reporting):

- * The certification body retains ownership of the audit report as it is responsible for the certification decision.
- * The auditee may receive a copy, but it does not own the report.
- * The audit team leader compiles the report but does not own it.

Thus, C is the correct answer.

Reference:

ISO 17021-1:2015, Clause 9.4.8 (Audit Reporting)

NEW QUESTION # 100

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 statement related to the last paragraph of scenario 2 is correct?

- A. Customer satisfaction is only measured through complaints, making surveys unnecessary.
- B. Customer surveys should be conducted every week to have a clear understanding of the needs and expectations of customers.
- **C. Top management demonstrated leadership and commitment with respect to customer satisfaction.**
- D. Customer surveys are the best method for obtaining and monitoring customer perceptions.

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation:

ISO 9001:2015, Clause 5.1.2 (Customer Focus) states that top management must ensure customer satisfaction by monitoring customer perceptions.

In scenario 2, top management initiated customer surveys, demonstrating their commitment to customer focus as required by Clause 5.1.2.

Reference:

ISO 9001:2015, Clause 5.1.2 - Customer Focus

NEW QUESTION # 101

Which action indicates that an organization is meeting the requirements of ISO 9001 regarding nonconforming outputs?

- **A. Taking appropriate action to nonconforming products and services detected after the delivery of products, during or after the provision of services.**
- B. Retaining documented information only on the actions taken.
- C. Allowing employees to handle nonconformities based on their own judgment without structured procedures.
- D. Verifying conformity to the applicable requirements prior to correction of the nonconforming outputs.

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation:

ISO 9001:2015 requires organizations to identify and control nonconforming outputs to prevent unintended use or delivery.

Clause References:

* Clause 8.7 (Control of Nonconforming Outputs): Organizations must ensure that nonconforming outputs are identified and controlled to prevent unintended use or delivery.

* Clause 10.2 (Nonconformity and Corrective Action): Requires organizations to take appropriate actions when nonconformities are found, including during or after service provision.

Why is the Correct Answer C?

* If nonconforming products or services are identified after delivery or during service, organizations must take corrective actions to protect customers and stakeholders.

* Actions may include recalls, rework, customer notifications, compensation, or process improvements.

* This approach aligns with ISO 9001:2015, ensuring that products/services consistently meet requirements.

Why are the Other Options Incorrect?

* A (Retaining documentation only) # While documentation is required, it alone does not ensure proper handling of nonconforming outputs.

* B (Verifying conformity before correction) # While verification is good practice, ISO 9001 prioritizes corrective action over mere verification.

* D (Allowing employees to handle nonconformities without structure) # ISO 9001 requires documented procedures for handling nonconformities (Clause 8.7).

Reference:

ISO 9001:2015, Clause 8.7 - Control of Nonconforming Outputs

ISO 9001:2015, Clause 10.2 - Nonconformity and Corrective Action

NEW QUESTION # 102

Who is responsible for the development of surveillance activities?

- **A. The certification body**
- B. A representative of the auditee's top management

- C. The audit team leader

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation: According to ISO 17021-1:2015, Clause 9.6.2 (Surveillance Activities):

- * The certification body is responsible for planning and conducting surveillance audits to ensure continued compliance.
- * The auditee's top management (A) does not develop surveillance activities, but they must participate.
- * The audit team leader (C) conducts the surveillance audit, but they do not develop the program.

Thus, B is the correct answer.

NEW QUESTION # 103

You are an auditor from a construction organisation who is conducting a second party audit to ISO 9001 at a steel rolling mill producing structural steelwork. When auditing the rolling process, you find that the operator who is unloading the furnace does not use the adjacent infrared pyrometer to measure the appropriate product temperature in readiness for the next production stage.

You: "How do you tell when the billet is ready for the rolling stage?"

Operator: "I've done this job for 20 years. I can tell by the bright red colour." You: "What happens if the colour is wrong?"

Operator: "The billet goes back into the furnace." You: "Is the pyrometer ever used?" Operator: "Only in borderline cases." You continue to interview the operator and find that around 25% of the billets are sent back to the furnace.

This includes 80% of the borderline cases.

Select three options that would provide evidence of conformance with clause 9.1.1 of ISO 9001.

- A. Certification of conformance to national standards from the manufacture of the pyrometer.
- B. Maintenance plan for the furnace.
- C. An increase in the use of the pyrometer by operators.
- **D. Planning for monitoring and measuring the billet temperature.**
- **E. Periodic analysis of the results of temperature checks.**
- F. Annual review records for furnace operators.
- **G. A procedure that provides instruction in taking billet temperature.**
- H. A quality objective to achieve lower recycle rates for billets.

Answer: D,E,G

Explanation:

According to ISO 9001:2015, clause 9.1.1, the organization is required to determine what needs to be monitored and measured, the methods for monitoring, measurement, analysis and evaluation, as applicable, to ensure valid results, and when the monitoring and measuring shall be performed. The organization is also required to retain appropriate documented information as evidence of the results.

Therefore, in the scenario given, the organization should have planned for monitoring and measuring the billet temperature, as it is a critical factor for the quality of the product and the process. The organization should also have established a procedure that provides instruction in taking billet temperature, using the pyrometer or other suitable methods, to ensure consistency and accuracy. The organization should also have performed periodic analysis of the results of temperature checks, to identify trends, problems, and opportunities for improvement.

Hence, the options that would provide evidence of conformance with clause 9.1.1 of ISO 9001 are A, E, and F, as they are aligned with the requirements of the clause. The other options are either irrelevant or not directly related to clause 9.1.1, as they do not pertain to the monitoring and measurement of the billet temperature.

References:

ISO 9001:2015(en), Quality management systems - Requirements, clause 9.1.1 ISO 19011:2018(en), Guidelines for auditing management systems, clause 6.4.4 and 6.7.2 ISO 9001 Lead Auditor Training Course | IRCA Certified | BSI, section "Learning objectives" ISO 9001 Lead Auditor Course Material | 3FOLD Education Centre, module 5 and 6

NEW QUESTION # 104

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