PECB

ISO-9001-Lead-Auditor

QMS ISO 9001:2015 Lead Auditor Exam

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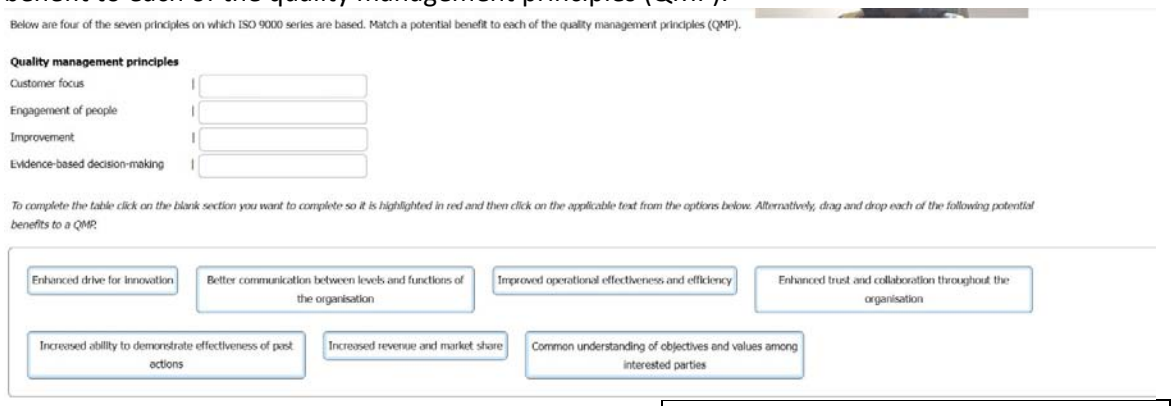


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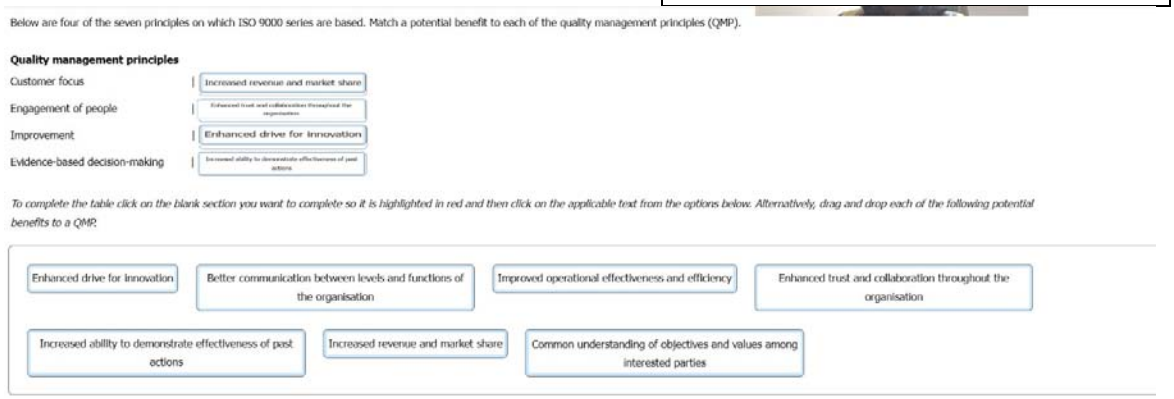
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Question: 1

DRAGDROP
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).



Answer:



Question: 2

DRAGDROP
Match the process descriptions below to the process names:

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The process by which the accuracy of test equipment is checked against a known standard. | [ ]

The process by which a product or service is visually examined to determine conformity to requirements. | [ ]

The process by which data is examined in detail to reach a specific answer or answers. | [ ]

The process by which a parameter of a product or service is examined to determine a specific value. | [ ]

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 you may drag and drop each of the following process names to the descriptions:

Sampling | Calibration | Evaluation | Monitoring | Analysis | Measurement

Answer:

Match the process descriptions below to the process names:

The process by which the accuracy of test equipment is checked against a known standard. | Calibration

The process by which a product or service is visually examined to determine conformity to requirements. | Evaluation

The process by which data is examined in detail to reach a specific answer or answers. | Analysis

The process by which a parameter of a product or service is examined to determine a specific value. | Measurement

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 you may drag and drop each of the following process names to the descriptions:

Sampling | Calibration | Evaluation | Monitoring | Analysis | Measurement

Question: 3

DRAGDROP

Select the word that best completes the sentence:

Select the word that best completes the sentence:

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

To complete the sentence with the best word, click on the blank section you want to complete so it is highlighted in red and then click on the applicable text from the option(s) below. Alternatively, drag and drop the option(s) to the appropriate blank section.

manage | monitor | improve | dictate

Answer:

Select the word that best completes the sentence:

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

To complete the sentence with the best word, click on the blank section you want to complete so it is highlighted in red and then click on the applicable text from the option(s) below. Alternatively, drag and drop the option(s) to the appropriate blank section.

manage | monitor | improve | dictate

Question: 4

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Select the term that best describes the purpose of retaining documented information in a quality management system to ISO 9001.

A. To facilitate auditing for proof of conformity to the standard.
B. To provide confidence in the effectiveness of the quality management system.
C. To safeguard the integrity of the quality management system.
D. To support the operation of the processes of the quality management system.

Answer: D

Explanation:
Documented information is a means by which an organization demonstrates compliance. It communicates what we do and how we do things, it communicates what happened and what results were achieved. It is, essentially, a tool for communication. ISO 9001:2015 allows an organization flexibility in the way it chooses to document its quality management system (QMS). This enables each individual organization to determine the correct amount of documented information needed in order to demonstrate the effective planning, operation and control of its processes and the implementation and continual improvement of the effectiveness of its QMS. The standard states that the organization shall maintain documented information to the extent necessary to support the operation of processes and retain documented information to the extent necessary to have confidence that the processes are being carried out as planned. Therefore, the purpose of retaining documented information is to support the operation of the processes of the QMS, not to facilitate auditing, provide confidence or safeguard integrity, which are secondary benefits of documented information. Guidance on the requirements for Documented Information of ISO 9001:2015, ISO 9001:2015 documented information | CQI | IRCA, Documented Information Required by ISO 9001:2015 - 9000 Store

Question: 5

Which two of the following aspects of a quality management system must the organisation continually improve?

A. Suitability
B. Adaptability
C. Effectiveness
D. Responsiveness
E. Efficiency
F. Applicability

Answer: C, E

Explanation:
According to the ISO 9001:2015 document, the organisation must continually improve the suitability, adequacy, and effectiveness of the quality management system1. However, among

the six options given, only effectiveness is directly mentioned as an aspect of the quality management system that must be continually improved. Therefore, C is one of the correct answers.
Efficiency, on the other hand, is not explicitly stated as an aspect of the quality management system that must be continually improved, but it is implied by the quality management principle of improvement, which states that successful organisations have an ongoing focus on improvement2. One of the key benefits of applying this principle is improving operational effectiveness and efficiency2. Therefore, E is another correct answer.
Suitability, adaptability, responsiveness, and applicability are not aspects of the quality management system that must be continually improved, according to the ISO 9001:2015 document. They may be related to the quality management system, but they are not the focus of continual improvement.
Therefore, the correct answer is C and E.

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