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**PECB**

**ISO-9001-Lead-Auditor**

**QMS ISO 9001:2015 Lead  
Auditor Exam**

**QUESTION: 1**

DRAG DROP (Drag and Drop is not supported)

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	<input type="text"/>
Engagement of people	<input type="text"/>
Improvement	<input type="text"/>
Evidence-based decision-making	<input type="text"/>

To complete the table click on the blank section you want to complete so it is highlighted in red 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

A. See Explanation section for answer.

**Answer(s): A**

**Explanation:**

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

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

### QUESTION: 2

DRAG DROP (Drag and Drop is not supported)

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.	<input type="text"/>
The process by which a product or service is visually examined to determine conformity to requirements.	<input type="text"/>
The process by which data is examined in detail to reach a specific answer or answers.	<input type="text"/>
The process by which a parameter of a product or service is examined to determine a specific value.	<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 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

A. See Explanation section for answer.

**Answer(s): A**

**Explanation:**

The process by which the accuracy of test equipment is checked against a known standard.	<input type="text" value="Calibration"/>
The process by which a product or service is visually examined to determine conformity to requirements.	<input type="text" value="Evaluation"/>
The process by which data is examined in detail to reach a specific answer or answers.	<input type="text" value="Analysis"/>
The process by which a parameter of a product or service is examined to determine a specific value.	<input type="text" value="Measurement"/>

### QUESTION: 3

DRAG DROP (Drag and Drop is not supported)

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