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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 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	

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. |

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

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. |

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. |

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