



ISO 9001 Lead Auditor

1. The QMS is to be structured for an organization based on the Management principles which are in Number.
 - a. Ten
 - b. Four
 - c. Eight
 - d. **Seven**
 - e. One

2. The QMS international standard (ISO9001 :2015) is aligned in line with the
 - a. Global Quality approach
 - b. **P D C A Cycle for Improvement**
 - c. "Customer is GOD" philosophy
 - d. Japanese "Poke Yoke" principle
 - e. None of the above

3. Adopting '**Process approach**' while meeting ISO9001 enables....
 - a. Operational consistency
 - b. Processes as sources for value addition
 - c. Performance effectiveness
 - d. Continual Improvement through process data
 - e. **All of the above**

4. PDCA, under the QMS domain, means....
 - a. Product Delivery & Customer Assessment
 - b. Perfect Delivery Code Availability
 - c. **Plan, Do, Check, Act Cycle**
 - d. Process Document Control Authority
 - e. Proper Direction & Control Agent

5. "**Risk Based Thinking**" is essentially....
 - a. Consolidating Customer complaints
 - b. Identifying scope of bad debts

- c. Listing out possible injuries to customers
 - d. **Preparing to face potential failures**
 - e. Thinking of "*How to beat the competition?*"
6. While analysing a customer complaint, the QC Manager was explaining that the slip occurred because the regular person (who finally clears the product) was absent on that day and a substitute handled that position. In this case, **what was missed** out...?
- a. Final Inspection
 - b. Customer focus
 - c. **Process approach**
 - d. Quality Norms
 - e. Complaints handling
7. Fill the blanks in the following sentences:
- a. "Audit is a systematic, independent and documented process for obtaining **objective evidence** and evaluating it objectively to determine the extent to which the **audit criteria** are fulfilled"
 - b. "Audit criteria is a set of **requirements** used as a reference against which **objective evidence** is compared"
 - c. "Audit Evidence can be records, **statements of facts** and **other information** Which are relevant to the Audit criteria and verifiable"
 - d. "Audit findings are results of the **evaluation** of the collected **audit evidence** against the Audit criteria"
 - e. "Audit conclusion is the outcome of an audit, after consideration of the audit objectives and all **audit findings**"
8. Fill the blanks in the following sentences:
- a. "This *International Standard (ISO 9001:2015)* specifies requirements for a QMS when an organization needs to demonstrate its **ability** to **consistently** provide outputs meeting customer requirements"
 - b. "**Risk Based** Thinking is essential for achieving an **effective** Quality Management system"
 - c. "Customer **focus**, **Leadership** and **process approach** are three of the Quality Management Principles" (**Candidates may answer any other three also from the seven Principles**)
 - d. "Ability to apply **knowledge** and **skills** to achieve intended results is defined as Competence"
 - e. "extent and boundaries of an audit is known as **Audit Scope**"

9. Connect the statements in Column1 with statements in Column3 through straight lines in column 2:

| Column1 | Column2 | Column3 |
|-------------------------------------------------------------------------------------------------------------------------------------------|---------|------------------------------------------|
| Person who provides specific knowledge or expertise to the Audit team | | is known as the Management System |
| Individual who accompanies the audit team does not act as an auditor | | Is known as Effectiveness but |
| Set of interrelated or interacting elements of an organization to establish policies and objectives processes to achieve those objectives | | Is a Nonconformity and |
| Non- fulfilment of a requirement | | Is a technical expert |

Extent to which planned activities are Is an **observer** realized and planned results achieved

10. Connect the statements in Column1 with statements in Column3 through straight lines in column 2:

| Column1 | Column2 | Column3 |
|-------------------------------------------------------|------------------|--------------------------|
| Internal Audit is a kind of ... | | Third Party |
| Organization on which audit is done is | | Joint Audit |
| Certification Audit is done by | Combined Audit | Audit done at auditee on |
| two or more management systems is | | First Party Audit |
| Audit done on auditee by two or more organizations is | Auditee auditing | |

11. For Each of the statements, select **True** or **False**:

| S.No. | Statement | True/ False |
|-------|-----------------------------------------------------------------------------------------------------------------------------------|-------------|
| 1. | All Requirements of the International Standard (ISO9001 :2015) are generic and are intended to be applicable to any organization. | True |
| 2. | Establishing the QMS meeting ISO 9001 is Compulsory for organizations to be eligible for global trade. | False |
| 3. | Implementing the Standard (ISO9001 :2015) will increase the demand for the product in the market automatically. | False |
| 4. | Implementing the Standard (ISO9001 :2015) will enable the organization to demonstrate consistency | True |
| 5. | Getting the established QMS certified by a Third Party is a requirement under the Standard ISO9001:2015. | False |

12. For each of the statements, select **True** or **False**:

| S.No. | Statement | True/ False |
|-------|------------------------------------------------------------------|-------------|
| 1. | "Customer focus" is not an integral Principle for a QMS | False |
| 2. | RBT (Risk Based Thinking) is a proactive approach to build a QMS | True |
| 3. | Customer Complaints are the only source to determine Risks | False |
| 4. | Auditor's responsibility ends when all the documents are seen | False |
| 5. | Internal Audit is also a built-in requirement under QMS | True |

13. For each of the statements, select **True** or **False**:

| S.No. | Statement | True/ False |
|-------|--------------------------------------------------------------------|-------------|
| 1. | The "A" in PDCA Cycle stand for "ACT" (for <i>Improvement</i>) | True |
| 2. | If there is a scope for Customer dissatisfaction, it is a QMS Risk | True |
| 3. | The Audit team Leader controls the Audit Process | True |
| 4. | The Certifying body decides the Scope of the organization's QMS | False |
| 5. | The Standard prescribes limits for customer complaints in a year | False |

14. In an organization, to implement QMS, the following activity (as inside the box) is going on. Read, understand and **name the Activity**:

In the Conference Room, The Quality Manager is trying to convince the chairman and other Managers "*How the Glue used for the small sticker near the toggle switch is important.*" He was explaining that though the value of the sticker is meager, if it falls out, the user (Customer) may not easily know the status of the Toggle switch and as a result end up misusing the product. He insisted," therefore, the Glue must come into the list of IQC (Incoming Quality Control) Process"

Answer : RISK BASED THINKING

15. In an organization, the following activity (as inside the box) is going on. Read, understand and **name the Activity**:

In the Conference Room, all the Senior Management personnel , including the Chairman of the organization are seated against a set of three Auditors across the Table. After a formal welcome, the Audit team leader initiates the interaction with Introduction of his team and the Purpose of Visit.

Answer: Opening Meeting

