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QUESTION 1

During an audit, the client learns that the auditor has recently completed a quality system audit of a major competitor. The client then questions the auditor about the competitor\\'s audit results. The best action for the auditor to take is to:

A. discuss the results of the audit with the client, only if the competitor agrees

B. go offline with the client, explain that the question is unethical, and that if the client persists, additional action by the auditor will be taken

C. explain to the client that it would be inappropriate to discuss the results of that audit

D. obtain permission from the competitor to use the results of the audit as examples for future clients, provided that the examples are not specific to business affairs or technical processes

Correct Answer: C

QUESTION 2

An auditee responds to a corrective action request by stating that the problem has never occurred before and is "not the norm for our operation." Which of the following is the most appropriate action for the lead auditor?

A. Note that the deficiency is the result of a random occurrence.

B. Draft a response explicitly requesting a more concise root-cause analysis.

C. Confer with the audit client to assess the appropriateness of the response.

D. Schedule a follow-up audit immediately.

Correct Answer: B

QUESTION 3

A root cause of a nonconformance is defined as a problem that

A. is discovered by conducting designed experiments

B. is established through the use of fishbone diagrams

C. must be reviewed by the material review board

D. must be corrected in order to prevent a recurrence

Correct Answer: D

QUESTION 4



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Which of the following is most important for an auditor to convey at an initial audit interview?

- A. A give-and-take atmosphere that focuses on compromise
- B. A formal approach that is guided by specific roles for each participant
- C. An interest in cooperation and open dialogue
- D. A personal approach to information gathering

Correct Answer: C

QUESTION 5

Which of the following conclusions can be made by an auditor who observes that statistical process control (SPC) charts posted near operator workstations are done correctly and are regularly completed throughout the plant?

- A. Commitment of management to quality is strong
- B. Processes are being improved continually
- C. Shop floor staff have been fully trained
- D. SPC charts are available

Correct Answer: D

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