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練習題

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Exam : ISO-9001 Lead Auditor

Title : QMS ISO 9001:2015 Lead Auditor

Version : DEMO

1.DRAG DROP

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).

Quality management principles

Customer focus		
Engagement of people		
Improvement		
Evidence-based decision-making		

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 trust and collaboration throughout the organisation

Improved operational effectiveness and efficiency

Better communication between levels and functions of the organisation

Increased revenue and market share

Increased ability to demonstrate effectiveness of past actions

Enhanced drive for innovation

Common understanding of objectives and values among interested parties

Answer:

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

Explanation:

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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

2.DRAG DROP

Match the process descriptions below to the process names:

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 s 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:

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.

Explanation:

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3.DRAG DROP

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
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Answer:

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

Explanation:

According to the ISO - Management system standards page, the key benefits of an effective management system include improved operational effectiveness and efficiency, improved risk management and protection of people and the environment, and enhanced drive for innovation. The Integrated Use of Management System Standards (IUMSS) handbook also states that the purpose and objectives of management system standards are to help organizations improve their performance by specifying repeatable steps that organizations consciously implement to achieve their goals and objectives.

Therefore, the complete sentence is:

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

4. 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.

Reference: 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

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.

Reference: 1: ISO 9001:2015 - Quality management systems — Requirements 2: ISO - Quality management principles