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## Question 1

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**Question Type:** MultipleChoice

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The most important objective in the development of a supplier evaluation system is to reduce

### Options:

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- A- the number of suppliers
- B- the number of audit hours
- C- inspection at the customer site
- D- inspection at the supplier site

### Answer:

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C

## Question 2

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**Question Type:** MultipleChoice

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A quality audit observation is defined as

**Options:**

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- A-** a noted item of objective evidence found during an audit
- B-** an accepted level of audit findings defined as 'major' and 'minor'
- C-** an auditor's initial notice of a potential nonconformance
- D-** the lead auditor's perception of a potential problem

**Answer:**

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A

## Question 3

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**Question Type: MultipleChoice**

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Which of the following factors related to scheduling would most directly affect the performance of an audit?

**Options:**

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- A- The client's company policy
- B- The scope of the audit
- C- The auditee's annual business plan
- D- The evaluation of corrective action

**Answer:**

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B

## Question 4

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**Question Type: MultipleChoice**

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During the course of a 10-day system audit, when should the auditee be briefed?

**Options:**

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- A- Every day

- B- Every other day
- C- As requested by the auditee
- D- At the beginning and the end of the audit

**Answer:**

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A

## Question 5

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**Question Type: MultipleChoice**

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The following portion of the test includes several Case Studies. Each Case Study includes introductory information about a specific company or audit situation, followed immediately by a set of questions related to the situation described and various audit-related documents, identified by company name.

All of the audit-related documents for these Case Studies are presented in a separate booklet labeled:

CONFIDENTIAL

Audit Documents

These documents were drawn from actual companies and are designed to be examples of genuine audit materials. Their format and contents have not been altered, and they are intended to represent working documents from everyday situations.

Although the documents for the Case Studies are presented separately, the test will be scored as a whole, on a total of 150 questions. You may go back and check your work on any part of the examination until time is called at the end of the testing period.

Two auditors are conducting an internal audit of the Quality Electronics and Elements Co. (QEE) system procedures. During the first day of the audit, the following observations were made.

- \* An outbound carton with obvious damage was examined by the auditor on the shipping dock.
- \* A shipment of six (6) boxes to Allied Supply was returned because the customer-required certifications did not accompany the product.
- \* Unsigned product verification documents were found on stored products.
- \* Of three (3) cartons found in the accepted materials station, only two of the cartons had labels indicating their contents. When the auditor pointed this out, a customer service representative immediately affixed the proper label to the one unlabeled carton.
- \* The auditor also found that "Accepted Material Traveler Cards" were not attached to any of the cartons in the accepted materials station.

If the audit also revealed that customer-required certifications were not included with a shipment, a finding should be written against which department?

**Options:**

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**A-** Quality Assurance

**B-** Purchasing

C- Production Control

D- Shipping

**Answer:**

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D

## Question 6

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**Question Type: MultipleChoice**

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- \* Unsigned product verification documents were found on stored products.
- \* Of three (3) cartons found in the accepted materials station, only two of the cartons had labels indicating their contents. When the auditor pointed this out, a customer service representative immediately affixed the proper label to the one unlabeled carton.
- \* The auditor also found that "Accepted Material Traveler Cards" were not attached to any of the cartons in the accepted materials station.

During the second day of the audit, another unlabeled product container was delivered to the accepted materials station. When the auditor noted the lack of label, the auditee immediately filled out a label and affixed it to the container. In this situation, the auditor should do which of the following?

### **Options:**

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- A-** Write an observation that the auditee identified the container properly.
- B-** Write a finding because an improperly identified container could be shipped.



- C- Write a finding against the Receiving department.
- D- Write a finding to encourage a root cause analysis.

**Answer:**

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D

## Question 7

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**Question Type: MultipleChoice**

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- \* The auditor also found that "Accepted Material Traveler Cards" were not attached to any of the cartons in the accepted materials station.

The auditor's finding on products without "Accepted Material Traveler Cards" should be written against which of the following departments?

**Options:**

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**A-** Production Control

**B-** Quality Assurance

C- Shipping

D- Engineering

**Answer:**

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C

## Question 8

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**Question Type: MultipleChoice**

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Who is responsible for evaluating the adequacy of QEE's handling and storage practices?

**Options:**

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- A- The shipping manager
- B- Individual shipping and receiving clerks
- C- The quality assurance manager

D- The customer service department

**Answer:**

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C

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