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Question 1

Question Type: MultipleChoice

A cause and effect diagram is a useful tool for doing which of the following?

Options:

- A- Determining the flow of a process
- B- Detecting shifts in a process
- C- Developing theories based on symptoms
- D- Arranging theories by defect count

Answer:

C

Question 2

Question Type: MultipleChoice

The main purpose for conducting an opening meeting for an audit is to

Options:

- A- clarify the audit objectives
- B- discuss previous audit results
- C- develop audit criteria
- D- establish the scope of the audit

Answer:

A

Question 3

Question Type: MultipleChoice

When an internal audit program is being formulated, the auditees' anxiety about the audit process is most likely to be reduced by which of the following?

Options:

- A- A cooperative process for involving participants in the development of audit procedures
- B- A clear description of the rules developed by the auditing group
- C- Clearly stated provisions for performing unannounced audits
- D- Clearly stated procedures for resolving audit findings

Answer:

A

Question 4

Question Type: MultipleChoice

Sampling procedures used in audits are designed to

Options:

- A- verify the scope of an audit

- B- corroborate audit findings
- C- conserve time in data collection
- D- verify that all checklist items have been completed

Answer:

C

Question 5

Question Type: MultipleChoice

Communication by telephone is likely to be most effective when it is used for

Options:

- A- performing assessments
- B- corroborating information
- C- meeting random sampling requirements
- D- assessing the adequacy of a written form

Answer:

B

Question 6

Question Type: MultipleChoice

Quality auditors help companies improve their processes, products, and services by

Options:

- A- developing more comprehensive checklists
- B- guaranteeing product quality
- C- recommending better techniques for motivating employees
- D- reporting positive as well as negative evaluation results

Answer:

D

Question 7

Question Type: MultipleChoice

When should audit checklists be prepared?

Options:

- A- At the time the audit is requested
- B- When the lead auditor is appointed
- C- During the opening meeting
- D- Before the field work is begun

Answer:

D

Question 8

Question Type: MultipleChoice

Typically, which two of the following are more important to an auditor in maintaining his or her auditing competency?

- i. Understanding current standards for quality systems
- ii. Attending audit closing meetings
- iii. Networking with other auditors and auditing organizations
- IV. Learning about changes to existing auditing techniques

Options:

- A- I and II
- B- I and IV
- C- II and III
- D- III and IV

Answer:

B

Question 9

Question Type: MultipleChoice

Which of the following is most likely to request an audit?

Options:

- A- An auditee
- B- A client
- C- A company's audit department
- D- A company's supplier audit group

Answer:

B

Question 10

Question Type: MultipleChoice

Which of the following methods can an audit program manager use to establish consistency among auditors?

Options:

- A- Develop performance appraisals for all auditors
- B- Assign auditors to permanent audit teams
- C- Require auditors to read audit journals and references
- D- Require auditors to develop their own procedures manual

Answer:

A

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