

## CQA<sup>Q&As</sup>

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## QUESTION 1

Auditors who audit outside their own country should be familiar with:

- A. their own biases
- B. the auditee's attitude
- C. industry practices at the audit site
- D. the local customs at the audit site

Correct Answer: D

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## QUESTION 2

Sampling procedures used in audits are designed to:

- 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

Correct Answer: C

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## QUESTION 3

Which of the following is a benefit of performing a systems audit of a current supplier?

- A. Identifying the supplier's potential capability
- B. Assuring the supplier's capability
- C. Determining whether the company should do business with the supplier
- D. Evaluating continuing conformance to quality standards

Correct Answer: D

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## QUESTION 4

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

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

Correct Answer: C

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## QUESTION 5

Auditor independence includes freedom from which of the following?

- I. Bias
- II. Conflict of interest
- III. External influences
- IV. Previous exposure to the area

- A. I and II only
- B. II and IV only
- C. I, II, and III only
- D. II, III and IV only

Correct Answer: C

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## QUESTION 6

The most important item to check when auditing against a specification is the:

- A. list of documents within the specification
- B. copy of the previous revision of the specification

- C. document control procedure
- D. revision level of the specification

Correct Answer: D

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## QUESTION 7

A root cause analysis can best be described as a process that is used to:

- A. evaluate corrective action plans
- B. determine the basic reason for an undesirable condition
- C. identify the symptoms of an undesirable condition
- D. differentiate between major and minor problems

Correct Answer: B

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## QUESTION 8

Which of the following is the most useful graphical tool for promoting an understanding of process capability?

- A. A flowchart
- B. A histogram
- C. An affinity diagram
- D. An Ishikawa diagram

Correct Answer: B

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## QUESTION 9

Which two of the following conditions must be met in order to infer statistical significance about the results of an audit sample?

- I. The population must be homogeneous.
- II. The sample size must be greater than 10.
- III. The sample must be random.
- IV.

The sample must be taken from multiple locations.

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

Correct Answer: B

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## QUESTION 10

When is it acceptable to grant an extension of the time frame for a corrective action?

- A. When the auditor cannot perform the follow-up audit as scheduled
- B. When the auditee determines that the proposed corrective action is not cost- effective
- C. When the corrective action plan requires more time than originally anticipated
- D. When there has been a change in operators who perform the task

Correct Answer: C

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## QUESTION 11

If the audit escort for one area is repeatedly late or unavailable, what is the best option open to the auditor?

- A. Notify the auditee management of the consequences created by the delays.
- B. Narrow the scope of the audit to accommodate the delays.
- C. Proceed without the escort.
- D. Assess system effectiveness using objective evidence from other areas.

Correct Answer: A

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## QUESTION 12

During an audit interview, the auditee is not providing needed information about the process for which the auditee has sole responsibility. In an effort to minimize any miscommunication, the auditor should:

- A. continue to repeat the questions until the auditee answers
- B. explain to the interviewee the consequences of being uncooperative
- C. terminate the interview and skip that section of the plan
- D. request that the escort clarify the questions to the auditee

Correct Answer: D

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### QUESTION 13

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.

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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.

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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.

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

- A. The shipping manager
- B. Individual shipping and receiving clerks

- C. The quality assurance manager
- D. The customer service department

Correct Answer: C

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## QUESTION 14

Which of the following best describes a frequency distribution?

- A. A graph for presenting data along a scale of reference and the number of times each item occurs
- B. A time-ordered chart of subgroup averages and control limits
- C. A plot of the probability of accepting a hypothesis when it is actually false
- D. A graph indicating the difference between an actual value and its predicted value

Correct Answer: A

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## QUESTION 15

Measures of which of the following provide attributes data?

- A. Temperature in degrees
- B. Attendance at meetings
- C. Weight in pounds
- D. Length in metric units

Correct Answer: B

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