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QUESTION 1

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

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

Correct Answer: B

QUESTION 2

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 3

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

QUESTION 4



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Which of the following is the best method for determining the retention policy of the audit documents?

- A. Agreement between the client, the auditing organization, and the auditee
- B. The status of corrective action for the findings written in the audit report
- C. Distribution of the final audit report
- D. Significance of the audit findings written in the final audit report

Correct Answer: A

QUESTION 5

To determine whether a finding is a minor, isolated incident or a serious, chronic problem, an auditor should consult with the:

- A. auditee\\'s quality assurance inspector
- B. auditee\\'s department manager
- C. audit team
- D. client

Correct Answer: C

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