

Certified Quality Auditor

Study Guide

1. **During the course of a 10-day system audit, when should the auditee be briefed?**
 - a. Every day
 - b. Every other day
 - c. As requested by the auditee
 - d. At the beginning and the end of the audit

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

3. **A quality audit observation is defined as**
 - 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

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

5. **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

6. **Which of the following best describes quality control?**
 - a. The overall intentions and directions of an organization with regard to quality, as formally expressed by top management
 - b. The activities that establish the objectives and requirements for quality and for the application of quality system elements
 - c. The organizational structure and the procedures, processes, and resources needed to implement quality management
 - d. The operational techniques and activities that are used to fulfill requirements for quality

7. **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

8. **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

9. **Which of the following is an example of a short-term corrective action?**
 - a. Improving process capability

- b. Analyzing a field failure
 - c. Obtaining missing signatures on a purchase order
 - d. Correcting the problem of obsolete drawings
10. **Which of the following methods can an audit program manager use to establish consistency among auditors?**
- 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
11. **Which of the following is most likely to request an audit?**
- a. An auditee
 - b. A client
 - c. A company's audit department
 - d. A company's supplier audit group
12. **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
- 13.
- a. I and II
 - b. I and IV
 - c. II and III
 - d. III and IV
14. **When should audit checklists be prepared?**
- 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
15. **Quality auditors help companies improve their processes, products, and services by**
- 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
16. **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
17. **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
18. **Management of an internal audit program should consider all of the following EXCEPT**
- a. taking ownership of the quality assurance program
 - b. supporting company objectives, goals, and strategies
 - c. assuring that audits are a means to evaluate company performance
 - d. weighing costs versus benefits of conducting an audit

19. **The type of chart that presents the value of items in descending order is a**
- a. histogram
 - b. Pareto chart
 - c. u chart
 - d. cusum chart
20. **Recognizing the need for a follow-up audit is the responsibility of the**
- a. lead auditor
 - b. corrective action team
 - c. client
 - d. auditee
21. **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
22. **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?**
- 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
23. **The main purpose for conducting an opening meeting for an audit is to**
- a. clarify the audit objectives
 - b. discuss previous audit results
 - c. develop audit criteria
 - d. establish the scope of the audit
24. **A cause and effect diagram is a useful tool for doing which of the following?**
- 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

- 1. **a**
- 2. **b**
- 3. **a**
- 4. **c**
- 5. **b**
- 6. **d**
- 7. **d**
- 8. **d**
- 9. **c**
- 10. **a**
- 11. **b**
- 12. **b**
- 13. **d**
- 14. **d**
- 15. **b**
- 16. **c**
- 17. **a**
- 18. **b**
- 19. **a**
- 20. **b**
- 21. **a**
- 22. **a**
- 23. **c**