



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

Quality Auditor Exam

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## QUESTION 1

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.

Which department is responsible for determining whether an outbound product has been damaged in handling or storage?

- A. Inventory Control
- B. Quality Assurance
- C. Shipping
- D. Engineering

Correct Answer: C

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## QUESTION 2

Which of the following authorities initially determines whether a third-party audit should be conducted?



- A. Client
- B. Lead auditor
- C. Auditee
- D. Audit team

Correct Answer: A

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### QUESTION 3

An auditee responds to a corrective action request by stating that the problem has never occurred before and is "not the norm for our operation." Which of the following is the most appropriate action for the lead auditor?

- A. Note that the deficiency is the result of a random occurrence.
- B. Draft a response explicitly requesting a more concise root-cause analysis.
- C. Confer with the audit client to assess the appropriateness of the response.
- D. Schedule a follow-up audit immediately.

Correct Answer: B

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### QUESTION 4

The accuracy of quality audit documentation is especially important in which of the following situations?

- A. One of the audit team members is aware of a possible personal bias related to the audit.
- B. The documentation is likely to be used as evidence in litigation.
- C. An audit has yielded more documentation than expected.
- D. The documentation supports an auditor's viewpoint.

Correct Answer: B

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### QUESTION 5

During the opening meeting, it is the auditee's responsibility to:

- A. prepare the meeting agenda
- B. set the audit schedule
- C. state the audit purpose and scope
- D. identify safety requirements



Correct Answer: D

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