



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

Quality Auditor Exam

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### QUESTION 1

Which of the following audit strategies is a common technique to assess compliance to a specific requirement at all locations where that requirement is applicable?

- A. Discovery method
- B. Element method
- C. Department method
- D. Process method

Correct Answer: B

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### QUESTION 2

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 3

During a supplier audit, all of the following documentation can be reviewed EXCEPT:

- A. reports of internal audits performed by the supplier
- B. information concerning the company's parts inventory
- C. quality records for a product made for another customer
- D. operating or working instructions

Correct Answer: C

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### QUESTION 4

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 5

When a proposed corrective action plan is judged unacceptable, an auditor should do which of the following?

- A. Revise the submitted plan on the basis of the auditor's knowledge and technical expertise.
- B. Notify the auditee and request that a new plan be submitted by the next level of management.
- C. Discuss the plan's deficiencies with the auditee and request a revised plan.
- D. Suggest that the auditee benchmark the deficient area and then rewrite the plan.



Correct Answer: C

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