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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.

The auditor\\'s finding on products without "Accepted Material Traveler Cards" should be written against which of the following departments?

A. Production Control

B. Quality Assurance

C. Shipping

D. Engineering

Correct Answer: C

QUESTION 2

A quality audit contributes to improvement of the quality of a company\\'s products and services by:

A. identifying under-performers

B. identifying the need for corrective action

C. suggesting ways to improve performance

D. improving customer satisfaction

Correct Answer: B

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

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

Recognizing the need for a follow-up audit is the responsibility of the:

A. lead auditor

B. corrective action team

C. client

D. auditee

Correct Answer: A

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