



**Exam Name – ISO/IEC 17020:2012 - Certified Lead Auditor**

**Exam Code – ISO-17020-CLA**

**Sample Exam**

Within ISO 17020, what does “may” indicate?

- A) A requirement
- B) A recommendation
- C) A permission
- D) A possibility or capability

Answer: C

How is “product” defined within ISO/IEC 17000

- A) An item
- B) Result of a process
- C) Goods or services
- D) An outcome

Answer: B

What does clause 7 of ISO/IEC 17020:2012 provide details of?

- A) Confidentiality
- B) Subcontracting
- C) Management system requirements
- D) Process requirements

Answer: D



What does Clause 8.4 of ISO/IEC 17020:2012 provide details of?

- A) Control of documents
- B) Internal Audits
- C) Control of records
- D) Corrective actions

Answer: C

Clause 6.3.1 states inspection bodies shall “normally perform the inspections that is contracts to undertake.” Which of the below are reasons to subcontract?

- A) Unforeseen or abnormal overload
- B) Key inspection staff members being incapacitated
- C) Key facilities or items of equipment being temporarily unfit for use
- D) All of the above

Answer: D

The principle reason for inspection is to:

- A) Instill confidence in the conformance of the product, process or service
- B) Meet a regulatory requirement
- C) Ensure the supplier complies with all given requirements
- D) Allow users and the public to blame someone if a non-conformance is found

Answer: A



Inspections shall be:

- A) Impartial to the degree necessary to conform to scheme requirements
- B) Appropriate to the needs of the consumer
- C) Impartial
- D) Conformant to the specifications of the applicant

Answer: C