



Exam Name – ISO 9001 Lead Implementer (ISO9LI)

Exam Code – ISO-9001-LI

Sample Exam

(Question): Steps that are taken to remove the causes of an existing nonconformity or undesirable situation is called

- (A): Correction
- (B): Corrective Action
- (C): Preventive Action
- (D): None of the above

(Correct): B

(Question): Documented Evidence of a past event is called a

- (A): Document
- (B): Documented Procedure
- (C): Record
- (D): None of the above

(Correct): C



(Question): Customer's perception of the degree to which the customer's requirements have been fulfilled is called

- (A): KPI
- (B): CSAT
- (C): SLA
- (D): Metrics

(Correct): B

(Question): Which of the below is NOT a step in Deming Cycle

- (A): Plan
- (B): Act
- (C): Do
- (D): Co-Ordinate

(Correct): D

(Question): Which clause of ISO covers Continual Improvement?

- (A): 8.5.2
- (B): 8.5.1
- (C): 6.2.2
- (D): 7.2.3

(Correct): A



(Question): Which of the below documents an auditor is expected to review during Stage 1 Audit?

- (A): Quality Manual
- (B): Scope
- (C): KPIs
- (D): All of the above

(Correct): D

(Question): What are the objectives of Team Liaison Meetings?

- (A): To ensure smooth and effective progress of the audit
- (B): To ensure audit scope is covered
- (C): To review non conformances and collate findings
- (D): All of the above

(Correct): D

(Question): A failure of the clients systems to address a specified requirement of the standard is called a

- (A): Major Non Conformity
- (B): Minor Non Conformity
- (C): Opportunity for Improvement
- (D): Observation

(Correct): A