1. During the course of a 10-day system audit, when should the auditee be briefed?
   a. Every day
   b. Every other day
   c. As requested by the auditee
   d. At the beginning and the end of the audit

2. Which of the following factors related to scheduling would most directly affect the performance of an audit?
   a. The client's company policy
   b. The scope of the audit
   c. The auditee's annual business plan
   d. The evaluation of corrective action

3. A quality audit observation is defined as
   a. a noted item of objective evidence found during an audit
   b. an accepted level of audit findings defined as "major" and "minor"
   c. an auditor's initial notice of a potential nonconformance
   d. the lead auditor's perception of a potential problem

4. The most important objective in the development of a supplier evaluation system is to reduce
   a. the number of suppliers
   b. the number of audit hours
   c. inspection at the customer site
   d. inspection at the supplier site

5. Which of the following is the most useful graphical tool for promoting an understanding of process capability?
   a. A flowchart
   b. A histogram
   c. An affinity diagram
   d. An Ishikawa diagram

6. Which of the following best describes quality control?
   a. The overall intentions and directions of an organization with regard to quality, as formally expressed by top management
   b. The activities that establish the objectives and requirements for quality and for the application of quality system elements
   c. The organizational structure and the procedures, processes, and resources needed to implement quality management
   d. The operational techniques and activities that are used to fulfill requirements for quality

7. Auditors who audit outside their own country should be familiar with
   a. their own biases
   b. the auditee's attitude
   c. industry practices at the audit site
   d. the local customs at the audit site

8. Which of the following is a benefit of performing a systems audit of a current supplier?
   a. Identifying the supplier's potential capability
   b. Assuring the supplier's capability
   c. Determining whether the company should do business with the supplier
   d. Evaluating continuing conformance to quality standards

9. Which of the following is an example of a short-term corrective action?
   a. Improving process capability
b. Analyzing a field failure

c. Obtaining missing signatures on a purchase order

d. Correcting the problem of obsolete drawings

10. Which of the following methods can an audit program manager use to establish consistency among auditors?

   a. Develop performance appraisals for all auditors
   b. Assign auditors to permanent audit teams
   c. Require auditors to read audit journals and references
   d. Require auditors to develop their own procedures manual

11. Which of the following is most likely to request an audit?

   a. An auditee
   b. A client
   c. A company’s audit department
   d. A company’s supplier audit group

12. Typically, which two of the following are more important to an auditor in maintaining his or her auditing competency?

   I. Understanding current standards for quality systems
   II. Attending audit closing meetings
   III. Networking with other auditors and auditing organizations
   IV. Learning about changes to existing auditing techniques

13. 

   a. I and II
   b. I and IV
   c. II and III
   d. III and IV

14. When should audit checklists be prepared?

   a. At the time the audit is requested
   b. When the lead auditor is appointed
   c. During the opening meeting
   d. Before the field work is begun

15. Quality auditors help companies improve their processes, products, and services by

   a. developing more comprehensive checklists
   b. guaranteeing product quality
   c. recommending better techniques for motivating employees
   d. reporting positive as well as negative evaluation results

16. Communication by telephone is likely to be most effective when it is used for

   a. performing assessments
   b. corroborating information
   c. meeting random sampling requirements
   d. assessing the adequacy of a written form

17. Sampling procedures used in audits are designed to

   a. verify the scope of an audit
   b. corroborate audit findings
   c. conserve time in data collection
   d. verify that all checklist items have been completed

18. Management of an internal audit program should consider all of the following EXCEPT

   a. taking ownership of the quality assurance program
   b. supporting company objectives, goals, and strategies
   c. assuring that audits are a means to evaluate company performance
   d. weighing costs versus benefits of conducting an audit
19. The type of chart that presents the value of items in descending order is a
   a. histogram
   b. Pareto chart
   c. u chart
   d. cusum chart

20. Recognizing the need for a follow-up audit is the responsibility of the
   a. lead auditor
   b. corrective action team
   c. client
   d. auditee

21. Measures of which of the following provide attributes data?
   a. Temperature in degrees
   b. Attendance at meetings
   c. Weight in pounds
   d. Length in metric units

22. When an internal audit program is being formulated, the auditees' anxiety
    about the audit process is most likely to be reduced by which of the following?
    a. A cooperative process for involving participants in the development of audit
       procedures
    b. A clear description of the rules developed by the auditing group
    c. Clearly stated provisions for performing unannounced audits
    d. Clearly stated procedures for resolving audit findings

23. The main purpose for conducting an opening meeting for an audit is to
    a. clarify the audit objectives
    b. discuss previous audit results
    c. develop audit criteria
    d. establish the scope of the audit

24. A cause and effect diagram is a useful tool for doing which of the following?
    a. Determining the flow of a process
    b. Detecting shifts in a process
    c. Developing theories based on symptoms
    d. Arranging theories by defect count

1. a
2. b
3. a
4. c
5. b
6. d
7. d
8. d
9. c
10. a
11. b
12. b
13. d
14. d
15. b
16. c
17. a
18. b
19. a
20. b
21. a
22. a
23. c