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## QUESTION 1

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

Correct Answer: B

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## QUESTION 2

"What are your defined responsibilities in the calibration laboratory?" The question above is an example of what type of questioning technique?

- A. Open-ended
- B. Close-ended
- C. Leading
- D. Discovery

Correct Answer: A

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## QUESTION 3

After an external audit, the auditee may be asked to evaluate which of the following auditor skills or elements of the audit?

- A. Interviewing, interaction, accuracy of the audit report
- B. Audit scheduling, auditor training records, observing an audit
- C. Communication, listening, checklist preparation
- D. Clarity of past audit reports, number of findings, lack of bias

Correct Answer: A

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## QUESTION 4

An auditee responds to a corrective action request by stating that the problem has never occurred before and is "not the

norm for our operation." Which of the following is the most appropriate action for the lead auditor?

- A. Note that the deficiency is the result of a random occurrence.
- B. Draft a response explicitly requesting a more concise root-cause analysis.
- C. Confer with the audit client to assess the appropriateness of the response.
- D. Schedule a follow-up audit immediately.

Correct Answer: B

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## QUESTION 5

As the last step before distributing an audit plan, an auditor should have the plan:

- A. approved by the client
- B. approved by the auditee
- C. reviewed by the organization to be audited
- D. reviewed by auditee management

Correct Answer: A

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