

## Quality Auditor / Quality Lead Auditor

Assignments for written and oral exams, structure, and examples

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### 1. Purpose

This public guidance and accompanying comments and assignment examples are intended for publication by the candidates by posting or similar.

The purpose of the supervision is that the candidates can familiarize themselves in advance with the structure of the assignment set and the types of tasks that may occur.

With only one example of each type of assignment, these cannot describe the full depth and breadth of the curriculum in which it will be examined.

### 2. Guidance, written exam

We use wiseflow digital exam and evaluation platform. A complete set of assignments is structured in the digital exam flow and consists of a cover page that briefly indicates:

The rules for the completion of the exam

- Information about the structure of the assignment set and the form of the questions
- Scoring information for the individual assignment's parts

- How many points are required to pass the exam
- The time (in minutes) that are assumed to be necessary for answering the different parts of the assignment. Please note, however, that time consumption for each candidate may vary from these indications.

All drafts/ paper sheets, used or unused, must be submitted to the exam invigilator. Used drafts sheets will not be taken into account in the assessment.

Comments addressed for the examiner can be written on the exam evaluation form, the last page of the exam flow.

The announced exam rules from Norsk Sertifisering AS must be followed. The exam is assessed as "**Passed**" or "**Fail**".

### 3. Guidance, oral exam

The oral exam is carried out by assigning the candidate an assignment in the exam flow (WISEflow). The assignment consists of a assignment text and (a guide) to the presentation.

The candidate receives 30 minutes after the assignment was received to prepare for the oral exam. The candidate can use an overhead projector with light sheets if desired.

When the exam begins, the candidate will be shown in the exam room. The candidate presents his/her solution to the assignment to the examiner within 10 minutes. The exam will be videotaped so that other examiners can reassess if needed. The candidate has given permission to videotape on the application form for certification. The film will only be used for examiners' assessment of the answer.

When the exam is finished, the candidate leaves all documents and notes about the exam in the exam room. Information about the exam must not be removed from the exam room.

The announced exam rules from Norsk Sertifisering AS must be followed.

The exam is assessed as "**Passed**" or "**Fail**".

### 4. Assessment

Both written and oral exams must be passed in order for the candidate to receive the assessment "**Passed**"

No other grading is given to the candidate other than "**Passed**" or "**Fail**".

.....*See next page: example of assignment sets (written)*.....

## Example of assignment, written exam

The exam must be answered in WISEflow – digital exam and evaluation platform. You can take with you to the exam your own PC, or you can borrow one of our PCs. After you have registered for the exam, you will receive a link to create a user so that you can log in to WISEflow.

On the day of the exam, you will receive further guidance on the steps that follow in the exam flow. It will be possible to use draft paper, but all paper will be handed in at the end of the exam, including unused paper. The announced exam rules from the Norwegian Certification must be followed.

Permitted aids during the exam: NS-EN ISO 9000 series and NS-EN ISO 19011.



## me to the exam! – Quality auditor

### Introduction to the exam

The exam must be answered in the specified fields. Each field contains the assignments and space for the answer. You can use note-taking tools in your system or draft paper. All paper is handed in when submitting the assignment, including unused paper. Comments in the Notes tool or on draft paper will not be taken into account when judging. The exam rules handed out by Norsk Sertifisering AS must be followed.

Permitted aids during the exam: NS-EN ISO 9000 series and NS-EN ISO 19011.

### Exam structure

The written exam consists of **2 parts** and the candidate has a total of **1.5 hours** to answer everything. Part 1 is intended for approx. **30 minutes**, divide 2 to **about 60 minutes**. A total of **100 points** can be achieved and **70 points** are required to pass the exam.

<p><b>Part 1</b> - estimated time approx. 30 min.</p>	<p>Part 1 is a multiple-choice task with 20 questions, each with 4 answer options. Tap and highlight the option that seems most appropriate. A correct answer gives 2 points. It is not possible to select multiple responses. A maximum of <b>40 points</b> can be achieved.</p>
<p><b>Part 2</b> - estimated time approx. 60 min. (1 hour)</p>	<p>Part 2 is an analytical part. The text is a scenario description with observations to be classified as <b>nonconformities</b> or <b>not</b>. Only nonconformities should be reported in the allocated space (text field, max. 150 words). Nonconformities shall be justified by non-compliant with requirements in NS-EN ISO 9001, non-compliant with internal requirements or others. If the candidate specifies in his/her answer supplementary assumptions that change the problem or</p>

	<p>difficulty of the assignment, the score for the answer will be correspondingly reduced. A maximum of <b>60 points</b> can be achieved. Please note the following:</p> <ol style="list-style-type: none"> <li>1. It is the observations from <b>a) and beyond</b> in the assignment set, which shall be subject to consideration as to whether or not there are nonconformities. The introductory text of part 2 is for information about the organization only, and this information should not be included in the nonconformance reports.</li> <li>2. Each observation should be dealt with separately; mixing multiple observations in one non-conformity is not correct in this context.</li> <li>3. Pay close attention to the references (to requirements), make them as specific as possible so that the revised ones understand which requirement has not been met. Making many different references to an anomaly creates confusion, and it is not the case here that "the more the better"!</li> </ol>
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### Part 1: Multiple-choice questions

There are given 2 points per question for the correct answer, and 0 points for the wrong answer. The maximum score is 40. Press and highlight the option that seems most correct (provides the most accurate information). It is not possible to select multiple responses. (Estimated time: 30 min.)

In the ISO 9001:2015, the organization's context is:	
A	all external parties affecting the organization
B	internal and external actors and conditions affecting the organisation
C	internal and external actors and conditions that adversely affect the organisation
D	internal actors in the organization

### Part 2: Analysis assignment «Nytt og Nyttig AS»

In total, 60 points can be achieved for task 2 (Estimated time 1 hour)

#### Introduction:

As an auditor, you will analyse and assess the following "Description (situation / process)" in relation to the requirements of NS-EN ISO 9001:2015 and any violations of your own requirements. You will then document your conclusions in the nonconformance report (text field) that follows the description. All fields must be supplemented with relevant information. Under "Criteria", it shall be stated which requirement has not been met, such as relevant points in NS-EN ISO 9001 or other requirements.

**Description (situation / process):**

You are the customer's representative and are conducting an audit of the supplier Nytt og Nyttig AS, hereinafter referred to as NN. The company shall comply with the requirements of NS-EN ISO 9001. The company constructs and supplies various technical equipment to machines that your company relies on to function optimally all the time. During the audit, make the following observations:

- a. The operations manager of NN demonstrates (shows) even the practical performance of an activity, which is described in a written procedure. The auditor asks the operations manager how it is ensured that it is the current version of the procedure he uses. The operations manager replies that the quality manager systematically sends the current edition to him and that he always immediately tears apart the old version. When the auditor later asks the quality manager how he benefits and "keeps track" of current audits of the written procedures, he replies that all documents are only kept in the latest edition on his computer so that it will always be the latest edition that is printed and distributed, and that it is he himself who prints new documents and ensures copying and distribution.
- b. In the construction department, the various steps in the process in which new equipment is developed are reviewed and verified. The auditor has been sent a procedure for this prior to the audit. There is nothing about validation in this procedure, and the head of the department says that this is not necessary for the type of equipment being made.
- c. In the warehouse for semi-finished products, the auditor finds several shelves with paper and old outdated computers. The temperature in the warehouse also seems too high compared to being able to preserve the products in a good way. The auditor points this out. The warehouse manager says it doesn't matter to the quality of the products.
- d. Production of a new component has just begun. The specifications are reproduced in a contract that NN has recently received. The requirements differ somewhat from those previously expressed. When the auditor asks to see documentation of NN's review of the requirements in the contract, this cannot be presented. The head of the department says that they know the customer so well that everything goes smoothly without a bureaucratic review.
- e. On the switchboard there was a person who knew about NN's quality policy. The others couldn't remember hearing about this one.
- f. ....
- x.

**Question:**



**Example of assignment, oral exam:****Introduction**

The oral exam is carried out by assigning the candidate an assignment in exam flow (WISEflow). The candidate receives a total of 30 minutes after the assignment was received to prepare for the oral exam. The candidate can use for preparation and presentation flip-over or whiteboard in the exam room.

Permitted aids are NS-EN ISO 9000 series and NS-EN ISO 19011.

When the exam begins, the candidate will be shown in the exam room. The candidate presents his/her solution to the assignment to the examiner within 10 minutes. The exam will be videotaped so that any other examiners can reassess.

When the exam is finished, the candidate leaves all documents about the exam in the exam room, information about the exam must not be removed from the exam room. The announced exam rules from Norsk Sertifisering AS must be followed.

**Oral assignment "Management"****Scenario**

You have performed an audit with a supplier. The supplier shall meet NS-EN ISO 9001:2015. You will now prepare for the closing meeting with the company's management and the audited ones. You've found two factors that you think are nonconformities.

One nonconformity is that they do not carry out management's review in accordance with their plan, it should have been carried out 3 months ago and a new date has not been set. Moreover, the previous reports from management's review have a lot of influence on case processing and details.

The second nonconformity concerns quality measures. There is an overall target of less than 3 % rejects, but it has not been broken down on wards and not followed up. The target is over a year old.

You do not expect management to agree with your views, they have shown little understanding of the added value of quality systems.

**Question:**

You will present the nonconformities in such a way that the management becomes convinced that this is useful to them. You shall to a limited extent use ISO 9001 as an argument, but rather point out their usefulness and achieve their acceptance.