

Quality Auditor Interview Questions And Answers Guide.



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Quality Auditor Job Interview Preparation Guide.

Question # 1

Tell me what is the role of formal documentation in quality assurance?

Answer:-

Your answer should highlight the importance of documentation in a complete quality process. Focus on the benefits afforded by documentation such as accountability, the completeness of a process, consistency, deadline compliance, improved communication and availability of records.

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Question # 2

Explain your experience with quality audits?

Answer:-

What audits have you conducted? What were the goals of the audit? How did you prepare for it?

The planning and preparation for a quality audit is key to ensuring the effectiveness of that audit. How did you monitor the audit findings? How did you control the corrective actions?

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Question # 3

Please explain why do you enjoy auditing?

Answer:-

It's a proven way to establish facts and identify ways to improve. It's a helpful objective exercise that can help people and businesses see things from another (outside) perspective. If one is looking to have confidence in the way a business operates getting checked using an independent partner is a helpful exercise. I enjoy giving feedback and identifying helpful, business improving ideas.

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Question # 4

Explain why do you feel internal auditors have an important role in our company?

Answer:-

Fraud is the foresighted thing. But yes to check the process are in place or not internal audit is important. It's a human tendency once people spend considerable time in the process they get little lenient which at times leads to mistakes errors and of course if the processes are not being managed properly fraud might happen subsequently.

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Question # 5

Explain how do you manage a healthy work/life balance?

Answer:-

I am a very discipline person. During the week we concentrate in our jobs, at home we have someone who helps us to do some jobs so we do not need to stress too much. There are a couple of jobs that we do between my husband and myself. We normally leave the weekends to socialise with friends and spend time with our daughter.

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Question # 6

Explain about your management experience. Do you enjoy being a leader?

Answer:-

I have managed small teams of four people as an Auditor, progressed to manage seven people as a Senior Auditor and twenty people as a Principal Auditor managing a Branch office. The aspects of management involved supervising work by staff, appraising them, providing guidance on audits, including developing audit work plans and audit Planning Memoranda, audit programs, tests of control, guidance on risk based audits and scheduling of audits and general management of resources for the branch ensuring adequacy, planning logistics and ensuring proper usage. I have also done general management of staff to ensure they are well motivated and perform to their full potential, while coordinating all activities with top management at the Head office.



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Question # 7

Tell me what accounting software are you familiar with?

Answer:-

Pastel evolution, pastel express, mach 4, swan, sap and sage.

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Question # 8

Do you know a Test Case and a Use Case? What do they consist of?

Answer:-

A test case is again a document which gives you a step by step detailed idea on how you can test an application. It usually comprises of results (pass or fail), remarks, steps, outputs and description.

A use case on the other is a document of another kind. It helps you understand the actions of the user and the response of the system found in a particular functionality. It comprises of the cover page, revision, contents, exceptions, and pre and post conditions.

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Question # 9

Do you know what is difference between Smoke testing and Sanity Testing?

Answer:-

The difference between smoke and sanity testing is described below:

- * Sanity testing is performed when new build is released after fixing bugs where as smoke testing is performed to check the major functionalities of the application.
- * Sanity is performed by the tester or the developer but smoke testing can be performed by the tester or developer.
- * Smoke testing is performed earlier where as sanity is performed after the smoke testing.
- * Sanity testing is narrow and deep approach of testing and smoke testing is focused testing based on major functionalities.

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Question # 10

Please explain what is difference between Retesting and Regression testing?

Answer:-

The difference between Retesting and Regression testing are as follows:

- * Retesting is done to verify defects fixes where as regression is perform to check if the defect fix have not impacted other functionality that was working fine before doing changes in the code.
- * Retesting is planned testing based on the defect fixes listed where as regression is not be always specific to any defect fix. Also regression can be executed for some modules or all modules.
- * Retesting concern with executing those test cases that are failed earlier whereas regression concern with executing test cases that was passed in earlier builds.
- * Retesting has higher priority over regression, but in some case retesting and regression testing are carried out in parallel.

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Question # 11

Do you know the difference between internal and external audit?

Answer:-

This question is meant to test your know knowledge of the different kind of audits that exist. Here is how to differentiate; External audit's main focus is on the accuracy of the financial statements and annual report, while the internal audit has a wide prospective and looks into anything that is important for the organization's success.

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Question # 12

Please explain what you should do after the internal audit?

Answer:-

The internal audit process is very broad, there is that which has to be done once the audit is complete. Here is what should be done after internal audit;

- * Hold an exit conference, discuss the internal audit report on non-conformances and what part is missed
- * Ensure to submit the audit report in a timely manner
- * Encourage auditees to take corrective actions again flaws
- * Help and guide those responsible for completing the corrective actions with setting reasonable deadlines

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Question # 13

Tell us how do you contribute to achieving your organization's objectives?

Answer:-

ISO 9001:2000 requires that organizations establish measurable objectives at relevant functions and levels. Perhaps an even more significant requirement is that personnel understand how they contribute to these objectives. This requirement doesn't apply only to some employees; it applies to everyone. All personnel must be able to communicate, in their own words, how they help move objectives in the right direction. It's conceivable that not all objectives apply to everyone in the company, and in those cases auditors would only expect that personnel understand the objectives that apply to them.

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Question # 14

Explain me when to start QA in a project?

Answer:-

A good time to start the QA is from the beginning of the project startup. This will lead to plan the process which will make sure that product coming out meets the customer quality expectation. QA also plays a major role in the communication between teams. It gives time to step up the testing environment. The testing phase starts after the test plans are written, reviewed and approved.

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Question # 15

Tell me the different kinds of software testing?

Answer:-

The different types of software testing are unit testing, alpha testing, beta testing, shakeout testing, smoke testing, white and black box testing, integration testing, regression testing, load testing, stress testing, black box and white box testing, performance and user acceptance testing.

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Question # 16

Tell us do you have your CPA designation? If not, do you plan on obtaining it?

Answer:-

YES when I finish ACCA I want to CPA exams and become CPA member.

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Question # 17

Explain how do you remain focused during a day filled with number crunching and paying acute attention?

Answer:-

Number crunching allows one reach the right decisions through analysis and taking on the best options according to cost benefit analysis. Number crunching also allows one determine the right costs and also provides assurance that Value for money is being attained in terms cost and economy as well as efficiency and effectiveness. I like paying attention to details as it enables one take the best possible alternative given the various decision available.

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Question # 18

Explain me while attending post-secondary, what was your best and favorite subject?

Answer:-

I am very conscientious about my job and how it effects the company I work for. I Suggested accountability for timeliness of work performed and concern for a person doing a job they are unqualified for, due to finding a tremendous amount of errors causing financial risks, however no loss has taken place because of corrections I have made.

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Question # 19

Explain have you ever discovered fraud in an audit?

Answer:-

We discover fraud in audit through effective planning. When planning for audit engagement auditor should consider possibility of fraud.

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Question # 20

Tell us how will you add value to our company?

Answer:-

I am motivated by challenges simply because they are on my desk and would like to effectively use my skills and experience to handle things that are constantly changing, and to learn what you do, what your systems are, figure out how to streamline portfolio redundancies, and how to help you come up with policies and procedures that minimize risks.

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Question # 21

Explain me how will you begin to improve the QA process in this company?

Answer:-

Take the interviewer through the steps you took in your last quality assurance job to improve QA process. Focus on your evaluation of current practices, how did you decide which practices to retain and which to modify? Consider time budget and resources available in the company. What quality management tools and principles did you use to address system deficiencies, enhance strengths and improve processes? Use the four step approach, identify, analyze, develop, test and implement to structure your answer.

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Question # 22

Explain me how have you used data to improve process and products?

Answer:-



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Show how you have used data analysis to make sound decisions for process improvements. What statistical knowledge do you have and how have you applied appropriate statistics to pinpoint problems and make business decisions? Use a specific example to support your answer to QA interview questions around data analysis tools, techniques and applications.

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Question # 23

Tell us are you skilled in creating flowcharts, presentations and reports?

Answer:-

Yes. I always make presentations on the departmental quarterly performance every quarter.

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Question # 24

Do you know what is required to perform an internal audit?

Answer:-

Ensure to least at least five things that are required to perform an internal audit. Here are some of the things that you can say in regards to the requirements; The check-book register, bank statement, deposit slip, cancelled checks, treasurer's reports, expense vouchers or warrants with bill receipts, the annual treasurer's report etc.

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Question # 25

Tell me what is the most critical defect you found in a recent project?

Answer:-

Focus on how you defined the problem, the tools and resources you used to analyze the problem and the solutions you were able to generate.

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Question # 26

Basic Quality Auditor Job Interview Questions:

Answer:-

- * How will you add value to our company?
- * Why do you enjoy auditing?
- * Tell me about an inefficiency you detected during an audit.
- * Tell me about your most significant career accomplishment.
- * Have you ever discovered fraud in an audit?
- * In your current position, how are inspection reports posted and communicated? Do you agree with the process?
- * What improvements would you make as the audit manager, if you were awarded this position?
- * Why do you feel you are a good fit for our company?
- * Tell me about what areas you audited in your last job.
- * Why do you feel internal auditors have an important role in our company?
- * As a manager, what skills do you possess that help you excel at your job?
- * While attending post-secondary, what was your best and favorite subject?
- * If you had an under performing auditor, what would you say to him or her, to help boost their performance?
- * In your opinion, what qualities make a great leader?
- * How do you manage a healthy work/life balance?
- * What is your leadership style? Are you able to take on a leadership role over others who were once your peers?
- * What do you find most challenging when performing an internal audit?
- * What do you enjoy most about being an auditor?
- * How long have you been an auditor? What has prepared you for the manager role?
- * Have you ever had an employee act unprofessionally towards you? How did you react?
- * Have you ever been offered a bribe at any of your previous positions? What did you do?
- * Tell me about your management experience. Do you enjoy being a leader?
- * How do you remain focused during a day filled with number crunching and paying acute attention?
- * In your most recent performance evaluation what positive feedback did your Supervisor have for you? Did they recommend any areas for improvement?
- * What would you change about an auditors role, if you could?
- * Tell me about your accounting education.
- * Would you consider yourself to be a trustworthy person?
- * What accounting software are you familiar with?
- * Are you skilled in creating flowcharts, presentations and reports?
- * Do you have your CPA designation? If not, do you plan on obtaining it?
- * Are you clear and detailed when it comes to documentation? How important is accurate documentation to you?
- * How strong are your analytical skills?

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Question # 27

Please explain in your opinion, what qualities make a great leader?

Answer:-

Effective Delegation. Identifying potential in the candidates.. Most importantly bringing the best out of the person and deliver effective results.

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Question # 28

Tell me in your most recent performance evaluation what positive feedback did your Supervisor have for you? Did they recommend any areas for improvement?

**Answer:-**

I was given rank 2.Out of 3.Received good feedback. But couldnt outperform the rank 1 holder.

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Question # 29

Tell us in your current position, how are inspection reports posted and communicated? Do you agree with the process?

Answer:-

A team of professional go through the organisation and its work and communicate any difficulty in the manner in which organisation is being run to the board in their report.

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Question # 30

Suppose you had an under performing auditor, tell me what would you say to him or her, to help boost their performance?

Answer:-

I will keep encouraging them in each and every aspect of their performance and give them motivation to enhance their performance by making them refer standards and inculcate positive attributes within them so that they gain confidence that the company is actually growing because of their contribution towards work.

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Question # 31

Tell us have you ever been offered a bribe at any of your previous positions? What did you do?

Answer:-

Luckily I haven't experienced such. However, I don't tolerate bribery since it one of the most important things that an auditor should maintain is its integrity.

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Question # 32

Tell me are you clear and detailed when it comes to documentation? How important is accurate documentation to you?

Answer:-

Yes I am. Accurate documentation is the difference between good internal audit work and very bad internal audit work.

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Question # 33

Explain have you ever had an employee act unprofessionally towards you? How did you react?

Answer:-

Yes many times. I was passionate to get my required details from them and after getting I worked closely on their issues.

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Question # 34

Explain what is your leadership style? Are you able to take on a leadership role over others who were once your peers?

Answer:-

Friendly attitude, team work, encouraging them since we are all of one team and towards one single goal.

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Question # 35

Tell me what do you think is a test plan? Have you written one before? What does it usually consist of?

Answer:-

A test plan is a sort of document which analyzes the resource, scope, approach and schedule of several testing activities. It will help you to find items that need to be tested, its features that need further testing, the risks that come with some and the solutions as well.

Yes I have written a test plan before. It consists of history, contents, introduction, scope, overview and approach. The risks and assumptions are not left out either,

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Question # 36

Please explain what improvements would you make as the audit manager, if you were awarded this position?

Answer:-

I dont intend to make any improvements as yet. I wish to blend into the system and study how it functions. If there are any shortfalls that is where I will recommend for remedial action.

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Question # 37

Please explain as a manager, what skills do you possess that help you excel at your job?

Answer:-

Most important thing I delegation.If I am delegating something I should be confident that my subordinate should be able to deliver results.Key is delegation.



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Question # 38

Tell me what experience do you have in developing the quality assurance manual?

Answer:-

Quality assurance professionals are expected to create and implement formal written documentation.

What role have you played in planning and developing a QA manual? Take the interviewer through the steps you took to review and assess existing procedures, identify modifications or updates required, formalize the procedures and gain approval for the manual.

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Question # 39

Tell me what is a test strategy?

Answer:-

A test strategy helps you understand the process of testing in every software development cycle. It has been made in such a way that all project managers and developers will be informed about some of the most important issues of testing. All objectives, methods, total time and the resources which are needed for the project are explained.

A few components you will always find in a test strategy are test level and test schedules, test groups and test priorities, test summary, requirements of the environment, responsibilities etc.

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Question # 40

Explain about your accounting education?

Answer:-

I am a fellow of the Institute of Financial Accountants(Incorporated Financial Accountant) I am A Chartered Public Finance Accountant(CPFA) and I have a Msc Accounting and Finance. I am a member of the various accounting bodies including CPA(U), Fellow of the Institute of Public Accountants of Australia, Fellow of the Association of International Accountants where I get continued professional development. I am also a forensic Accountant, being a CFE, and I also hold a bachelor of commerce degree in Finance.

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Question # 41

Do you know what is difference between QA, QC and Software Testing?

Answer:-

Quality Assurance (QA): QA refers to the planned and systematic way of monitoring the quality of process which is followed to produce a quality product. QA tracks the outcomes and adjusts the process to meet the expectation.

Quality Control (QC): Concern with the quality of the product. QC finds the defects and suggests improvements. The process set by QA is implemented by QC. The QC is the responsibility of the tester.

Software Testing: is the process of ensuring that product which is developed by the developer meets the user requirement. The motive to perform testing is to find the bugs and make sure that they get fixed.

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Question # 42

Do you know how are problems prevented?

Answer:-

Problem correction is relatively simple: Define the problem, identify the cause and take action to remove it. Problem prevention, on the other hand, is more complex. Many people would also argue that it's more important. Preventive action is specifically required by ISO 9001:2000, and it provides one of the most valuable links to continual improvement.

The most obvious way to generate preventive action is by analyzing data. Data analysis is a primary job of top management, but it can happen at other levels of the organization as well. When an organization openly shares data and encourages its analysis on a broad scale, then preventive action becomes easy. Employee creativity and innovation can also be a valuable starting point for preventive action. Savvy organizations look for ways to solicit improvement ideas from their employees and provide feedback on the viability of the ideas. Another source of preventive action is feedback from customers. Often, customers will provide ideas for improving the product in subtle yet significant ways.

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Question # 43

Tell us the steps before an audit processes?

Answer:-

Audit process can be long and tedious depending on how you go about them. There is need to know how to tackle this question, here is how;

- * Ensure the authority of the audit team is established- it will enhance the co-operation from the auditees
- * Have an internal audit entry conference meeting with the organization to be on the same page of what is to take place, include timelines and the necessary materials.
- * Decide which areas of the company will be audited and the frequency of the audits. Prepare as yearly audit schedule and distribute
- * Determine the purpose of the audit whether it complies with government regulations, quality standards, internal procedures and systems
- * Organize a meeting with the auditors to discuss plan, scope and purpose of the audit
- * Read the documents you are auditing against.

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Question # 44

Tell me what are verification and validation and difference between these two?

**Answer:-**

Verification: process of evaluating steps which is followed up to development phase to determine whether they meet the specified requirements for that stage.

Validation: process of evaluating product during or at the end of the development process to determine whether product meets specified requirements.

Difference between Verification and Validation:

* Verification is Static Testing where as Validations is Dynamic Testing.

* Verification takes place before validation.

* Verification evaluates plans, documents, requirements and specifications, where as Validation evaluates product.

* Verification inputs are checklist, issues list, walkthroughs and inspection, where as in Validation testing of actual product.

* Verification output is set of documents, plans, specifications and requirement documents where as in Validation actual product is output.

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Question # 45

Tell me how do you see the role of the quality professional in an organization?

Answer:-

Quality professionals can be regarded as catalysts for organizational change, they are key to understanding how the processes of the organization are related and the connection between planning and profit.

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Question # 46

As you know explain about what areas you audited in your last job?

Answer:-

Internal control review including role and effectiveness of senior management, evaluation of Human resources policies and practices, assess the role and effectiveness of the audit committee and other committees audit risk management c, Revenue cycle, receivables, Expenditure cycle, payroll cycle.

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Question # 47

Do you know what is Change Control?

Answer:-

Change Control is also popularly known as Change Request. It tells us in details about the additional functionalities which are included once the Business Requirement Document has been signed off.

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Question # 48

Explain me what's the importance of internal audit?

Answer:-

The importance of internal audits cannot miss in the interview. Well, here is how to go about answering on Internal Audit importance;

* They enhance the size and complexity of businesses

* They increase the compliance requirements

* Focus on risk management and internal controls to manage them

* Ensure that the stringent norms implemented by regulators to protect investors are adhered to

* Promote an increasingly competitive environment

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Question # 49

Tell me what customer interface have you had in dealing with quality issues?

Answer:-

QA interview questions like this are exploring your direct experience with customers. The organization's main focus must be to satisfy their customers. Focus on how you managed the customer's concerns and how you dealt professionally and promptly with the quality problem. Discuss your corrective action plan.

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Question # 50

Explain me benefits of Destructive Testing (DT)?

Answer:-

* Verifies properties of a material

* Determines quality of welds

* Helps you to reduce failures, accidents and costs

* Ensures compliance with regulations

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Question # 51

Tell me how do you access product requirements?

Answer:-

organization. In all cases, though, personnel must understand the product requirements. ISO 9001:2000 specifically requires that organizations identify product requirements in four ways:

* As stated by the customer

* Unstated by the customer but necessary for intended use



- * As statutory and legal regulations related to the product
- * As any additional requirements determined by the organization
- * The standard additionally requires that information describing the product be available (i.e., documented). Asking how personnel access product requirements is an important audit question because when requirements aren't accessible, big problems often result. Employees don't know product requirements by heart, but they should certainly be able to find the current versions of requirements and describe how they carry them out.

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Question # 52

Explain about an inefficiency you detected during an audit?

Answer:-

I have learnt that communicating effectively plays a very important role in audit. My articleship gave me an opportunity to work on it.

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Question # 53

Explain what would you change about an auditor's role, if you could?

Answer:-

I would change the recommendations monitoring audit. I mean, we are thought that once the client has already accepted your recommendation, then they own the risks associated with that. As such, it would be better if instead of the auditor monitoring the implementation of the recommendations, it should be part of the client's performance assessment, accomplishments and scoreboard, the timely implementation of the recommendations.

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Question # 54

Explain me what is Testware?

Answer:-

The testware is:

- * The subset of software which helps in performing the testing of application.
- * Testware are required to plan, design, and execute tests. It contains documents, scripts, inputs, expected results, set-up and additional software or utilities used in testing.
- * Testware is a term given to a combination of all utilities and application software that is required for testing a software package.

Testware is special because it has:

1. Different purpose
2. Different metrics for quality and
3. Different users

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Question # 55

Please explain about your most significant career accomplishment?

Answer:-

Yes. During a special audit of an organization we have detected a few frauds made by an accounts manager and accounts assistance. One is taking the same bill two times by giving a photocopy of the bill and another one is a copy of the signature of MD in the cheque.

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Question # 56

Explain would you consider yourself to be a trustworthy person?

Answer:-

I believe that, if I don't have any control and you can use that company's resources by your own purpose but as you are honest one and not doing such things. This is honesty and best quality.

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Question # 57

Tell me what happens if your product, materials or supplies are nonconforming?

Answer:-

This question reflects on the organization's ability to deal with product problems in a systematic way. Controlling nonconforming products is a basic discipline and one that smart auditors always probe. The answer to this question can be compared to the documented procedure and, more important, to the auditor's observations.

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Question # 58

Why do you feel you are a good fit for our company as a Quality Auditor?

Answer:-

Having a job with adequate internal controls, giving reasonable assurance of eliminating risks for security, order, and offers an environment for success. With too many internal controls, work can be hindered and without proper internal controls in place there can be a lack of order and the ability to accomplish the mission of the company.

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Question # 59



Explain us what is destructive testing, and what are its benefits?

Answer:-

Destructive testing includes methods where material is broken down to evaluate the mechanical properties, such as strength, toughness and hardness. For example, finding the quality of a weld is good enough to withstand extreme pressure and also to verify the properties of a material.

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Question # 60

Explain what do you enjoy most about being an auditor?

Answer:-

The fact that you engage people on different levels and that you get to be position to help in ensuring that an organisation thrives.

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Question # 61

Tell us what do you find most challenging when performing an internal audit?

Answer:-

In an organisation, errors are about to happen intentionally or un intentionally. Intentional errors are frauds which is very tough to identify when people collude to make it very secretively since audit is persuasive and not conclusive.

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