



IIA-CIA-PART2^{Q&As}

Certified Internal Auditor - Part 2, Conducting the Internal Audit Engagement

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QUESTION 1

Which of the following statements is true regarding the use of internal control questionnaires (ICQs)?

- A. ICQs are efficient because they minimize the need for follow-up with survey respondents.
- B. Controls with positive survey responses can be eliminated from further testing.
- C. Answers to survey questions can be easily misinterpreted.
- D. ICQs offer limited value for organizations with uniform procedures.

Correct Answer: A

QUESTION 2

A toy manufacturer receives certain components from an overseas supplier and uses them to assemble final products. Recently, quality reviews have identified numerous issues regarding the components\' compliance with mandatory quality standards. Which type of engagement would be most appropriate to assess the root causes of the quality issues?

- A. A risk assessment.
- B. An operational audit.
- C. A third-party audit.
- D. A fraud investigation.

Correct Answer: B

QUESTION 3

Many questionnaires are made up of a series of different questions that use the same response categories (for example: strongly agree, agree, neither, disagree, strongly disagree). Some designs will have different groups of respondents answer alternate versions of the questionnaire that present the questions in different orders and reverse the orientation of the endpoints of the scale (for example: agree on the right and disagree on the left). The purpose of such questionnaire variations is to:

- A. Eliminate intentional misrepresentations.
- B. Reduce the effects of pattern response tendencies.
- C. Test whether respondents are reading the questionnaire.
- D. Make it possible to get information about more than one population parameter using the same questions.

Correct Answer: B



QUESTION 4

The chief audit executive (CAE) of an organization has established an internal audit activity (IAA) quality assessment program. According to IIA guidance, which of the following would be part of this program?

- A. Assessment of the IAA conducted independently of client feedback, and the review of individual audits to determine the quality and timeliness of supervision.
- B. Assessment of the IAA conducted independently of client feedback, and identified areas of improvement reviewed at the end of the year.
- C. Compliance with a checklist of required audit procedures, and review of individual audits to determine the quality and timeliness of supervision.
- D. Compliance with a checklist of required audit procedures, and identified areas of improvement reviewed at the end of the year.

Correct Answer: C

QUESTION 5

Which of the following performance criteria would be most useful when measuring the performance of a customer service desk?

- A. The number of customer inquiries recorded per day.
- B. The percentage of customer issues resolved within 24 hours.
- C. The number of customer complaints recorded per day.
- D. The percentage of total customers served per day.

Correct Answer: B

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