

# QUALITY MANAGEMENT SYSTEMS ASSESSOR / LEAD ASSESSOR TRAINING COURSE\*

(5 days)

*Focus Standard: ISO / IEC 17025:2005  
with  
10 Workshops!*

## IRCA CERTIFIED !!

### Objective

**\*This intensive 5-day course is certified by the Governing Board of the IQA International Register of Certificated Auditors (IRCA Cert. No. A17020).**

**\*This training course and certificate of attainment is recognized by RABQSA as equivalent to their QMS Lead Auditor Course (TCD-17)**

Delegates successfully completing this course satisfy the formal training requirement for individuals seeking certification under the IRCA QMS Auditor Certification Scheme. On successful completion the delegate will know the ISO 9000 Series and ISO / IEC 17025:2005 Standard, be trained Auditors / Assessors, be competent to audit their own organization, subcontractors and suppliers as Auditors or Lead Auditors, be able to prepare for audits and understand the economic advantages of Quality Management Systems.

Interactive learning techniques are used to maximize delegate participation, including workshops designed to broaden the knowledge of system and audit applications.

Persons who should attend this course include:

- Managers introducing Quality Management Systems
- Personnel who audit within their organization and those of their suppliers
- Management consultants who need to know more about ISO 9000, and
- Persons wishing to pursue a career as third party IRCA QMS 2000 Auditors and Lead Auditors
- Persons wishing to pursue a career as third party Assessors / Lead Assessors

### Overview

This 5-day Assessor / Lead Assessor Training Course offered by Ashbrooke has been developed to progress the delegate through a series of modules, each containing a day's activities of presentation and participation; after which each successful delegate will have earned his/her training qualification for certification as an IRCA QMS 2000 Auditor / Lead Auditor.

Developing good communication skills is encouraged early and is reinforced throughout the course as it is essential for an Assessor / Lead Assessor to hold well developed written and verbal communication skills. This is achieved with verbal and written evaluation activities, open forum presentation format and active delegate participation throughout the course.

The course examines these issues by opening with the Auditor's Code of Conduct. This is followed by examining and exploring:

- ISO 19011:2002,
- Quality Management Principles
- ISO / IEC 17025 Principles,
- ISO / IEC 17025:2005
- Traceability Chain for Accredited Laboratories
- Quality Management Process Model,
- Quality Objectives, Continual Improvement, Corrective and Preventive Action,
- Audit Process,
- Quality Management System Documentation,
- Checklists,
- Audit Plans,
- Pre-Audit Contact,
- Conformance Audits
- Follow-up and Completion.

Plus, over 90% of the course timing is dedicated to syndicate activities designed to examine and explore the disciplines of planning and conducting QMS audits. **This course contains 4 Questionnaires, 10 Workshops, plus several additional skills development activities.**

Course Content ... See Reverse



# Course Content

## Day 1 (8:30 a.m. - 6:30 p.m.)

Introduction  
Course Requirements

*Pre-Course Questionnaire review*

Auditor Code of Conduct  
IRCA's Role with Auditors  
Key Vocabulary  
Quality Management Principles  
ISO / IEC 17025 Principles  
Continual Improvement – PDCA

*Case Study P1 – Examining Quality Management Principles with ISO / IEC 17025:2005*

*Case Study P2 – Clause-to-Clause – Process Relationships*

Audit Cycle  
Auditor's Challenge – Incident  
Auditor's Bingo

## Day 2 (8:30 a.m. - 6:30 p.m.)

*Open Review*  
*Delegate Review and Discussion – Questionnaire No. 1*

Auditor's Challenge – Incident  
PDCA – Continual Improvement

*Document Review – Group Roundtable*  
*Case Study 1 – Examining Documentation to ISO 9001:2000*

*Checklists – Group Roundtable*  
*Case Study 2 – Preparing a Checklist*

Auditor's Challenge – Crossword  
Auditor's Bingo

## Day 3 (8:30 a.m. - 6:30 p.m.)

*Open Review*  
*Delegate Review and Discussion – Questionnaire No. 2*

Auditor's Challenge – Incident

*Audit Plans – Group Roundtable*  
*Case Study 3 – Preparing an Audit Plan*

*Opening Meetings – Group Roundtable*  
*Case Study 4 – Conducting an Opening Meeting Roundtable Discussion*

*Interviews – Group Roundtable*  
*Case Study 5 – Conducting an Interview*

Auditor's Challenge – Crossword  
Auditor's Bingo

## Day 4 (8:30 a.m. - 5:30 p.m.)

*Open Review*  
*Delegate Review and Discussion – Questionnaire No. 3*

Auditor's Challenge - Incident

*Case Study 5 – Conducting an Interview (Continued)*

*Audit Reports – Group Roundtable*  
*Case Study 6 – Preparing an Audit Report*

*Closing Meetings – Group Roundtable*  
*Case Study 7 – Conducting a Closing Meeting*

*Corrective Action – Group Roundtable*  
*Case Study 8 - Follow-up and Review of Corrective Action*

Auditor's Challenge – Crossword  
Auditor's Bingo

## Day 5 (8:30 a.m. - 12:30 p.m.)

*Open Review*  
*Delegate Review and Discussion – Questionnaire No. 4*

*Auditor's Challenge - Incident*

Final Instructions and Questions

Final Examination

Course Close