

QUALITY MANAGEMENT SYSTEMS AUDITOR / LEAD AUDITOR TRAINING COURSE*

(5 days)

*Focus Standard: ISO 9001:2008
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, be trained Auditors, 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.

Overview

This 5-day QMS Auditor / Lead Auditor 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 Auditor / Lead Auditor 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 9001:2008,
- 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 80% 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
Continual Improvement – PDCA

Case Study P1 – Examining Quality Management Principles with ISO 9001:2008

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 9001:2008

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