



## ISO 9001:2015 QUALITY MANAGEMENT SYSTEMS LEAD AUDITOR TRAINING COURSE

### COURSE CRITERIA

UPON COMPLETION OF THIS COURSE,  
LEARNERS WILL BE ABLE TO:

- Describe the purpose of a QMS, of QMS standards, of QMS audit and of third-party certification;
- Explain the role of an auditor to plan, conduct, report and follow-up a QMS audit in accordance with ISO 19011 and ISO/IEC 17021 where appropriate;
- Plan, conduct, report and follow-up an audit of a QMS to establish conformity (or otherwise) with ISO 9001 and in accordance with ISO 19011 and ISO/IEC 17021 where appropriate.

Learners will need to demonstrate acceptable performance in these areas to complete the course successfully.

### PRIOR KNOWLEDGE

Before starting this course, learners are expected to have the following prior knowledge:

- Knowledge of the following quality management principles and concepts:

- the relationship between quality management and customer satisfaction;
- commonly used quality management terms and definitions and the seven quality principles as given in ISO 9000;
- the process approach used in quality management;
- the model of a process-based QMS, the structure and content of ISO 9001.
- Knowledge of the requirements of ISO 9001:2015, which may be gained by completing an IRCA certified QMS Foundation Training course or equivalent.

### COURSE CONTENT

#### SESSION 1: QUALITY MANAGEMENT SYSTEMS AND THE ISO 9000 SERIES OF STANDARDS

- The need for and benefits of a QMS
- The ISO 9000 series of standards
- ISO 9001:2015 fundamentals and vocabulary
- Compatibility with other Standards
- Legal compliance – ISO Standards
- The process approach
- The seven quality management principles

## SGS ACADEMY

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 [train.global@sgs.com](mailto:train.global@sgs.com)

**COURSE DURATION:** 5 days  
**DELIVERY METHODOLOGY:** Face to Face  
**COURSE LANGUAGE:** English  
**ACCREDITATION:** CQI/IRCA

#### COURSE DESCRIPTION

This course is certified by the Chartered Quality Institute (CQI) and International Register of Certificated Auditors (IRCA). CQI / IRCA Course Certification Number 17977-PR 238.

The objective of this course is to equip learners with the knowledge and skills required to perform audits of QMS against ISO 9001:2015 in accordance with ISO 19011.

Certified by:



# SGS

## **SESSION 2: PROCESS-BASED QUALITY MANAGEMENT SYSTEMS**

- The application of PDCA Cycle
- Quality system documented information
- Electronic data systems
- Control of documents and records
- Monitoring and measurement
- Infrastructure
- Work environment
- Product realisation
- Monitoring and measurement
- Continual improvement

## **SESSION 3: REGISTRATION, CERTIFICATION AND AUDITOR COMPETENCE**

- Certification and registration of organisations
- Certification of auditors
- Competence of auditors
- Personal characteristics of auditors

## **SESSION 4: AUDITS: DEFINITION, PRINCIPLES AND TYPES**

- Audit definition
- Principles of auditing
- Types of audits

## **SESSION 5: THE AUDIT PROCESS**

- Certification process
- Planning the audit
- Audit roles and responsibilities
- Good practice at meetings

## **SESSION 6: PREPARING FOR THE ON-SITE AUDIT (AUDIT STAGE 1)**

- Initial contact with the auditee
- Stage 1 audit
- Document review
- The audit plan
- Work documents

## **SESSION 7: DEVELOPING A CHECKLIST**

- The audit checklist
- Process review
- The “Turtle Diagram”

## **SESSION 8: CONDUCTING THE ON-SITE AUDIT (AUDIT STAGE 2)**

- Collecting and verifying information
- Opening meeting
- Roles and responsibilities of guides
- Conducting the audit
- Questioning techniques
- Controlling the audit
- Communication with the audit client and auditee

## **SESSION 9: AUDIT REVIEW**

- Audit review meeting
- Audit findings
- Finding statements
- Corrective Action Requests (CARs)
- Classification of CARs
- Opportunities for improvement

## **SESSION 10: AUDIT REPORTING AND FOLLOW-UP**

- Presenting the findings
- Reporting on the audit
- Audit completion
- Corrective action
- Management review
- Follow-up and close out

## **COURSE CERTIFICATION**

Learners who pass both the examination and continuous assessment will be issued with a “Certificate of Achievement” that satisfies the formal training for an individual seeking certification as a CQI / IRCA auditor / lead auditor. The “Certificate of Achievement” is valid for a period of five years from the date of the last day of the Course for the purpose of certifying as an auditor with the CQI / IRCA.

Learners who do not pass the continuous assessment and have been in attendance for the full duration of the course will be issued with a “Certificate of Attendance”.

Learners who fail the written examination and pass the continuous assessment will receive a “Certificate of Attendance” and will be allowed to re-sit the examination within 12 months of the end date of the original course.