



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

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COURSE DURATION: 5 days
DELIVERY METHODOLOGY: Face to Face
COURSE LANGUAGE: English
ACCREDITATION: SGS

COURSE DESCRIPTION

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.



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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: AUDITOR COMPETENCE

- 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 attend the full duration of the course will be issued with a “Certificate of Attendance”.