ISO 9001:2015
QUALITY MANAGEMENT SYSTEMS
LEAD AUDITOR TRAINING COURSE

COURSE CRITERIA

In order to satisfy the CQI / IRCA ISO 9001:2015 Auditor/Lead Auditor Course (Blend), completion of the 4 online Modules (eLearning and self-evaluation), the 3 days face to face classroom training and the final examination must be completed in the order below within 180 days.

- Module 1 (online) – The QMS Process, Principles and Resources
- Module 2 (online)– The Audit Process, Types and Evidence
- Module 3 (online) – Preparing, developing and conducting an audit
- Module 4 (online) – The Audit Findings, Reporting and Follow-Up
- Face to Face – 3-days classroom based course delivery and final examination

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

- Describe the purpose of a QMS, QMS standards, 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 19011:2018 and ISO/IEC 17021-1:2015 where appropriate;

Certified by:

CQI | IRCA
CERTIFIED COURSE

- 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.

BLENDED LEARNING BENEFITS

SGS Blended Learning is a combination of online and face to face training using educational materials carefully integrated to produce a course that meets both knowledge and skills requirements.

The benefits to learners are:

- spending less time in a classroom environment (CQI/IRCA Lead Auditor course classroom time is reduced from 5 days to 3 days)
- convenience of online access (digital) combined with social and instructional interactions (Face to face)
- learning through a variety of activities which will meet all learning styles
- improved effectiveness and efficiency of the training experience
- adapted to different learning styles mixing latest digital techniques and traditional practice sessions
- develop skills like time management and critical thinking
- track your performance easily

SGS ACADEMY

COURSE DURATION: Online + 3 days
DELIVERY METHODOLOGY: Blended
COURSE LANGUAGE: English
ACCREDITATION: CQI/IRCA

COURSE DESCRIPTION

This course is certificated by the Chartered Quality Institute (CQI) and International Register of Certificated Auditors (IRCA). CQI / IRCA Course Certification Number 17977 – PR 328.

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 19011:2018.

SGS

PRIOR KNOWLEDGE

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

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

COURSE CONTENT - ELEARNING

MODULE 1 (ONLINE): THE QMS PROCESS, PRINCIPLES AND RESOURCES

- The need for and benefits of a QMS
- Development of the QMS standards
- The ISO 9000 series of standards
- Relationship between ISO 9001:2015 and ISO 9004:2018
- Compatibility with other standards
- Legal compliance – ISO standards
- The quality management principles

MODULE 2 (ONLINE): THE AUDIT PROCESS, TYPES AND EVIDENCE

- Audit definitions
- Principles of auditing
- Types of audit

MODULE 3 (ONLINE): PREPARING, DEVELOPING AND CONDUCTING AN AUDIT

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

MODULE 4 (ONLINE): THE AUDIT FINDINGS, REPORTING AND FOLLOW UP

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

COURSE CONTENT - FACE TO FACE

SESSION 1: PREPARING FOR THE ON-SITE AUDIT (PRACTICAL SKILLS)

- Principles of auditing
- Roles and responsibilities
- Document review
- The audit plan

SESSION 2: DEVELOPING A CHECKLIST

- The audit checklist
- The "Turtle Diagram"

SESSION 3: CONDUCTING THE ON-SITE AUDIT (STAGE 2) (PRACTICAL SKILLS)

- 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 4: AUDIT FINDINGS (PRACTICAL SKILLS)

- Audit review meeting
- Audit findings
- Finding statements
- CARs, Classification of CARs
- Opportunities for improvement

SESSION 5: AUDIT REPORT AND FOLLOW-UP

- Presenting the findings
- Reporting on the audit
- Audit completion
- Corrective action
- CAR status log
- 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.

WHEN YOU NEED TO BE SURE

SGS