



TM222: ISO 9001 Lead Auditor

Training Description:

Quality Management is a method for ensuring that all the activities necessary to design, develop and implement a product or service are effective and efficient with respect to the system and its performance. The quality management system defines and establishes an organization's quality policy, objectives and procedures.

More and more, customers and regulators are insisting that the products and services they receive were developed or manufactured under an accredited, registered Quality Management System. One of the best-known families of quality management standards is the ISO-9001 series, developed by the International Organization for Standardization.

Quality management system standards do not provide specific quality indicators or describe ways of achieving them, since these will be different in every situation. Instead, they provide generic frameworks and general principles that can be applied to any organization of any size, in any field.

The ISO-9001 series is able to provide quality management benefits to any organization of any size, public or private, without dictating how the organization is to be run. The system standards describe what requirements need to be met, not how they are to be met. This allows for diverse organizations to apply the same standards in a manner that reflects the reality of their business structure. In essence, allowing each organization to meet the system requirements by implementing the standards in a manner that suits its own unique needs.

This training course introduces the quality management principles on which the ISO-9001 quality management system standard is based. These principles can be used by senior management as a framework to guide their organizations towards improved performance. The principles are derived from the collective experience and knowledge of the international experts who participate in ISO Technical Committee, which is responsible for developing and maintaining the ISO-9001 standards. The course addresses the theory, design and implementation of quality management in organizations. It examines quality philosophies, systems, techniques, transition strategies and case studies. Further, the course covers fundamentals of quality management, the costs of quality, customer orientation, analyzing current quality performance, determining the causes of quality problems, developing quality improvement ideas, and implementing quality improvement changes.

This training course has been designed to provide an understanding of the audit process and how to realize its true potential. Based around the requirements of the Quality Management System (QMS) Standard ISO 9001 and the ISO 19011 International Audit Guidelines, the course deals with the performance of value-added auditing.

Training Objective:

By the end of the training, participants will be able to:

- ✓ Get certified as a "Certified Quality Auditor"
- ✓ Apply and gain an in-depth knowledge on lead quality management system (QMS)
- ✓ Describe the role of auditing in an organization's quality management system or quality assurance program
- ✓ Differentiate quality system and accreditation
- ✓ Describe the different types and objectives of audits within an organization

- ✓ Coordinate a quality management system audit against ISO/IEC 9001
- ✓ Construct an audit program, prepare audit checklists and carryout effective auditing techniques
- ✓ Identify different documents and records that will be reviewed in the course of an audit
- ✓ Define the scope and designate criteria for an internal audit
- ✓ Plan, lead and report internal audits in conformance with ISO 9001 standards
- ✓ Identify opportunities for quality and process improvement within the organization
- ✓ Prepare non-compliance statements and evaluate audit findings and improve communication skills
- ✓ Report findings and conclusions and develop and implement corrective action programs
- ✓ Carryout effective interviews to carry out the objectives of an internal audit
- ✓ Evaluate corrective action and carryout customer notification requirements and effectively follow-up on audit findings to recognize nonconformity

Training Designed for:

This course is intended for Quality Managers, Quality Engineers, Quality Auditors, Management Representatives and Professionals involved in quality management teams, quality assurance programs and auditing.

Training Requirement:

"Hand's on practical sessions, equipment and software will be applied during the course if required and as per the client's request."

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client's learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

DAY ONE:

- ❖ Introduction
- ❖ Quality Management Systems
- ❖ Quality Management Principles
- ❖ Overview of ISO 9001:2015 Standards & Requirements
- ❖ Understanding the Difference between Quality System Registration and Accreditation

DAY TWO:

- ❖ Coordinating a Quality Management System Audit Against ISO/IEC 9001
- ❖ Audit Tools Processes
 - Procedures
 - Documents and Records
- ❖ Constructing an Audit Program and Prepare Audit Checklists
 - Types of Audits
 - Audit Objectives
 - Audit Scope and Criteria
 - Audit Responsibilities

DAY THREE:

- ❖ The Audit Process
 - Preparation and Planning
 - Opening Meeting
 - Checklist Development
 - Document Review
 - Conducting and Leading Onsite Audit Activities
 - Closing Meeting
 - Reporting Audit Findings
- ❖ Learning Effective Auditing Techniques
- ❖ Preparing Non-Compliance Statements

DAY FOUR:

- ❖ Evaluating the Significance of Audit Findings
- ❖ Methods for Improving Communication Skills
 - Interviewing Skills
- ❖ Team Leadership Skills
- ❖ How to Report the Findings and Conclusions

DAY FIVE:

- ❖ Developing and Implementing Corrective Action Programs
- ❖ Evaluating Corrective Action
- ❖ Understanding Customer Notification Requirements
- ❖ How to Effectively Follow-Up Audit Findings to Recognize a Nonconformity
- ❖ Course Conclusion
- ❖ POST-ASSESSMENT and EVALUATION

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

TBA as per the course location - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:

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