

ISO 9001 Quality Management System Lead Auditor Training (IRCA)

Course Description BSI's "Quality Management Systems (QMS) Auditor/Lead Auditor Training Course (ISO 9001)" course teaches the principles and practices of effective quality management system audits in accordance with ISO 9001 and ISO 19011, "Guidelines for auditing management systems". Experienced BSI tutors will guide delegates through the entire audit process, from initiating the audit through to conducting audit follow-up.

By attending this course delegates will gain necessary auditing skills developed through a balance of formal classroom tutorials, practical role-playing, group workshops, and open forum discussions.

Course Benefits Successful completion of this IRCA certified training course by passing the relevant IRCA examination and skills assessment, will demonstrate knowledge and basic skills to undertake and lead a management systems audit.

Course Structure A combination of tutorials, syndicate exercises and role play, including the following topics:

Explain the purpose and business benefits of:

- a Quality Management System;
- management system audit;
- third-party certification.
- Explain the role of an auditor to plan, conduct, report and follow up an Quality MS audit in accordance with ISO 19011 (and ISO 17021 where appropriate).

Have the skills to:

- Plan;
- Conduct;
- Report;
- And follow up an audit of an ISMS to establish conformity (or otherwise) with ISO 9001, ISO 19011 (and ISO 17021 where appropriate).

IRCA Certified Course (A17070)

This course is certified by the International Register of Certificated Auditors (IRCA) and meets the training requirements for IRCA QMS 2008 auditor certification.

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- Intended Audience**
- Quality professionals interested in conducting first-party, second-party, and/or third-party audits
 - Management Representatives
 - Quality Directors
 - Managers
 - Consultants

Course Duration 5 Days with exams on the last day.

Prerequisites Before attending this course, delegates are expected to have:

- Knowledge of the following quality management principles and concepts:
 - The Plan, Do, Check, Act (PDCA) cycle
 - The relationship between quality management and customer satisfaction
 - Commonly used quality management terms and definitions and the 8 Quality Principles as given in ISO 9000
 - The process approach used in quality management
 - The Model of a Process Based Quality Management System, the structure and content of ISO 9001
 - Knowledge of the requirements of ISO 9001
- It is advisable that delegates have either attended an internal auditors course, or had experience with conducting internal or supplier audits

Agenda

Day 1

Time	Topic
08.3	Benefits to you, Welcome and Introductions
	Course Aims, Objectives and Structure
	<i>KNOWLEDGE</i>
	First, Second & Third Party Audits
	Audit Process
	Audit Objectives, Scopes & Criteria's

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17.30	Audit Resources
	Roles & Responsibilities & Confidentiality
	Audit Methods
	Stage 1 Audit
	Stage 2 Audit
	Audit Plan
	Work Documents
	Opening Meeting
	Audit Evidence
	Effective Communication
	Audit Findings
	Audit Meetings
	Closing Meeting
	Audit Reports
	Audit Follow-Up
Close Day 1	

Day 2

Time	Topic
08.30	Day 1 review
	<i>KNOWLEDGE continued</i>
	Purpose & Business Benefits of a QMS
	Terminology
	Plan-Do-Check-Act
	QMS Processes & Context
	Role of the Auditor
	QMS Documentation
	<i>SKILLS</i>
	Initiating the Audit
	Document Review

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18.00	Audit Plan
	Work Documents
	Opening Meeting
	Observations
	Auditing Top Management
	Close Day 2

Day 3

Time	Topic
08.30	Specimen Exam: Sections 1 & 2 Review
	SKILLS
	Auditing 'Planning to meet Requirements'
	Tutorial on body language
	Auditing 'Determination of Requirements'
	Questions & Evidence
	Auditing Product Realization
18.00	Auditing Monitoring & Measurement
	Close Day 3

Day 4

Time	Topic
08.30	Specimen Exam: Section 3 Review
	SKILLS
	Auditing 'Continual Improvement'
	Nonconformities
	Closing Meeting
	Audit Report
	Audit Follow-Up
18.00	Specimen Exam: Section 4
	Close Day 3

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Day 5

Time	Topic
08.00	Receive homework – audit report from student
	The certification and accreditation process, the role of IRCA, the IRCA QMS auditor certification requirements and code of conduct
	Final questions/final revision
	Evaluation
	Introduction/readiness to the exam
10.15	Exam
12.15	End of Course

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