

## Quality Management Systems (QMS) Auditor/Lead Auditor Training Course (ISO 9001)

<b>Course Description</b>	<p>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.</p> <p>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.</p>
<b>Course Benefits</b>	<p>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.</p>
<b>Learning Objectives</b>	<p>Upon completion of this training, delegates will be able to:</p> <ul style="list-style-type: none"> <li>• Describe the purpose of a quality management system, of quality management systems standards, of management system audit and of third-party certification</li> <li>• Explain the role of an auditor to plan, conduct, report and follow up a quality management system audit in accordance with ISO 19011 (and ISO 17021 where appropriate)</li> <li>• Plan, conduct, report and follow up an audit of a quality management system to establish conformity (or otherwise) with ISO 9001 and in accordance with ISO 19011 (and ISO 17021 where appropriate)</li> </ul>
<b>Intended Audience</b>	<ul style="list-style-type: none"> <li>• Quality professionals interested in conducting first-party, second-party, and/or third-party audits</li> <li>• Management Representatives</li> <li>• Quality Directors</li> <li>• Managers</li> <li>• Consultants</li> </ul>
<b>Course Duration</b>	<p>5 Days.</p> <p>Written exam is conducted on Day 5</p>
<b>Prerequisites</b>	<p>Before attending this course, delegates are expected to have:</p> <ul style="list-style-type: none"> <li>• Knowledge of the following quality management principles and concepts: <ul style="list-style-type: none"> <li>- The Plan, Do, Check, Act (PDCA) cycle</li> <li>- The relationship between quality management and customer satisfaction</li> <li>- Commonly used quality management terms and definitions and the 8 Quality Principles as given in ISO 9000</li> <li>- The process approach used in quality management</li> <li>- The Model of a Process Based Quality Management System, the structure and content of ISO 9001</li> </ul> </li> <li>• Knowledge of the <u>requirements of ISO 9001</u></li> </ul> <p>It is advisable that delegates have either attended an internal auditors course, or had experience with conducting internal or supplier audits</p>

### 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.