

# QUALITY MANAGEMENT SYSTEMS AUDITOR / LEAD AUDITOR TRAINING COURSE\*

(5 days) **Focus Standard: ISO 9001:2015**

## IRCA CERTIFIED !!

### Objective

**\*This intensive 5-day course is certified by the Governing Board of the IQA International Register of Certificated Auditors (IRCA Cert. No. A17919).**

**\*This training course and certificate of attainment is recognized by RABQSA as equivalent to their QMS Lead Auditor Course (TCD-17)**

Delegates successfully completing this course satisfy the formal training requirement for individuals seeking certification under the IRCA QMS Auditor Certification Scheme. On successful completion the delegate will know the ISO 9000 Series, be trained Auditors, be competent to audit their own organization, subcontractors and suppliers as Auditors or Lead Auditors, be able to prepare for audits and understand the economic advantages of Quality Management Systems.

Interactive learning techniques are used to maximize delegate participation, including workshops designed to broaden the knowledge of system and audit applications.

From an auditor's perspective, persons who should attend this course include:

- Managers introducing Quality Management Systems
- Personnel who audit within their organization and those of their suppliers
- Management consultants who need to know more about ISO 9000, and
- Persons wishing to pursue a career as third party IRCA QMS Auditors and Lead Auditors

***Prior Knowledge Expectation and Course Content ... See Reverse***

### Overview

This 5-day QMS Auditor / Lead Auditor Training Course offered by Ashbrooke has been developed to progress the delegate through a series of modules, each containing a day's activities of presentation and participation; after which each successful delegate will have earned his/her training qualification for certification as an IRCA QMS Auditor / Lead Auditor.

The course examines these issues by opening with the Auditor's Code of Conduct. This is followed by examining and exploring:

- ISO 19011:2011
- Quality Management Principles – Review
- Quality Objectives, Continual Improvement – Review
- Context of the Organization (Business Environment) – Review
- Risk-Based Thinking – Review
- Audit Process
- Quality Management System Documentation
- Checklists
- Audit Plans
- Pre-Audit Contact
- Opening / Closing Meetings
- Conformance Audits
- Follow-up and Completion

Plus, over 90% of the course timing is dedicated to syndicate activities designed to examine and explore the disciplines of planning and conducting QMS audits. **This course contains 4 Questionnaires, 8 Workshops, plus several additional skills development activities.**



**Intertek**

## Prior Knowledge Expectation ...

### Management systems

- The Plan, Do, Check, Act (PDCA) cycle
- The core elements of a management system and the interrelationship between top management responsibility, policy, objectives, planning, implementation, measurement, review and continuous improvement

### Quality management

- The fundamental concepts and the seven quality management principles (see ISO 9000):
  - Customer focus
  - Leadership
  - Engagement of people
  - Process approach
  - Improvement
  - Evidence-based decision making
  - Relationship Management
- The relationship between quality management and customer satisfaction

### ISO 9001

Knowledge of the requirements of ISO 9001 and the commonly used quality management terms and definitions, as given in ISO 9000, which may be gained by completing an IRCA Certified QMS Foundation Training course or equivalent.

## Course Content

### Day 1 (8:30 a.m. - 6:00 p.m.)

Introduction  
Course Requirements

*Pre-Course Questionnaire review*

Auditor Code of Conduct  
Key Vocabulary - Review  
Quality Management Principles – Review  
Risk-Based Thinking – Review  
Continual Improvement – PDCA – Review

Audit Cycle  
Auditor's Challenge – Incident

*Document Review – Group Roundtable*  
*Case Study 1 – Examining Documentation to ISO 9001:2015*

Audit Trail Challenge

### Day 2 (8:30 a.m. - 6:00 p.m.)

*Open Review*  
*Delegate Review and Discussion – Questionnaire No. 1*

Auditor's Challenge – Incident

*Checklists – Group Roundtable*  
*Case Study 2 – Preparing a Checklist*

Audit Trail Challenge

*Audit Plans – Group Roundtable*  
*Case Study 3 – Preparing an Audit Plan*

*Opening Meetings – Group Roundtable*  
*Case Study 4 – Conducting an Opening Meeting*

Auditor's Bingo

### Day 3 (8:30 a.m. - 6:00 p.m.)

*Open Review*  
*Delegate Review and Discussion – Questionnaire No. 2*

Auditor's Challenge – Incident

*Interviews – Group Roundtable*  
*Case Study 5 – Conducting an Interview*

Auditor's Challenge – Incident  
Auditor's Bingo

### Day 4 (8:30 a.m. - 5:30 p.m.)

*Open Review*  
*Delegate Review and Discussion – Questionnaire No. 3*

Auditor's Challenge - Incident

*Audit Reports – Group Roundtable*  
*Case Study 6 – Preparing an Audit Report*

Audit Trail Challenge

*Closing Meetings – Group Roundtable*  
*Case Study 7 – Conducting a Closing Meeting*

*Corrective Action – Group Roundtable*  
*Case Study 8 - Follow-up and Review of Corrective Action*

Auditor's Bingo

### Day 5 (8:30 a.m. - 12:30 p.m.)

*Open Review*  
*Delegate Review and Discussion – Questionnaire No. 4*

Audit Trail Challenge

Final Instructions and Questions  
Final Examination

Course Close