Quality Management|

CQI and IRCA Certified ISO 9001:2015 Lead Auditor

International Training

Number of days 2

Course descriptive

Gain the confidence to effectively audit a QMS in accordance with internationally recognized best practice techniques. Demonstrate your commitment to quality by transforming existing auditor skills to ISO 9001:2015. Consolidate your expertise with the latest developments and contribute to the continual improvement of the organization.

You'll grasp the key principles and practices of effective QMS audits in line with ISO 9001:2015 and ISO 19011:2018 "Guidelines for auditing management systems".

Using a step-by-step approach, you'll be guided through the entire audit process from initiation to follow-up. Over 5 days, you'll gain the knowledge and skills required to undertake and lead a successful management systems audit. Learn to describe the purpose of an ISO 9001:2015 QMS audit and satisfy third-party certification. You'll acquire the skills to plan, conduct, report and follow up a QMS audit that establishes conformity and enhances overall organizational performance.

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Agenda

Day 1

- Benefits to you, welcome and introductions
- Course aim, objectives and structure
- KNOWLEDGE
- First, second and third-party audits
- Typical audit activities
- Audit objectives, scopes and criteria
- Audit resources
- Roles and responsibilities and confidentiality
- Audit methods
- Stage 1 audit
- Stage 2 audit
- Audit plan template
- Work documents
- Opening meeting
- Audit evidence
- Effective communication
- Audit findings
- Audit meetings
- Closing meeting
- Audit reports
- Audit follow-up
- Close day 1

Day 2

- Day 1 review and quiz
- ***KNOWLEDGE continued***
- Purpose and business benefits of a QMS
- Terminology
- Plan-Do-Check-Act
- QMS elements and interactions
- Role of the Auditor
- QMS documentation
- ***SKILLS***
- Initiating the audit
- Document review
- Audit plan
- Work documents
- Opening meeting
- Observations
- Auditing 'top management'
- Close day 2

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Day 3

- Specimen exam: Sections 1 and 2 review
- ***SKILLS***
- Auditing 'top management'
- Auditing 'context of the organization'
- Body language
- Auditing 'planning for the QMS'
- Risks and opportunities
- Auditing the organization's processes (1)
- Auditing the organization's processes (2)
- Close day 3

Day 4

- Specimen exam: Section 3 review
- ***SKILLS***
- Auditing the organization's processes (3)
- Nonconformities
- Closing meeting
- Audit report
- Audit follow-up
- Specimen exam: Section 4
- Close day 4

Day 5

- Receive homework – audit report from delegates
- The certification and accreditation process, the role of CQI and IRCA, the CQI and IRCA QMS auditor certification requirements and code of conduct
- Final questions/final revision
- Evaluation
- Introduction/readiness to the exam
- Exam
- End of course

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Pedagogical Objectives

- Identify the aims and benefits of an ISO 9001:2015 audit
- Interpret ISO 9001:2015 requirements for audit application
- Plan, conduct and follow-up auditing activities that add real value
- Grasp the application of risk-based thinking, leadership and process management
- Access the latest auditor techniques and identify appropriate use
- Build stakeholder confidence by managing processes in line with the latest requirements
- Meet training requirements for CQI and IRCA certification

Skills to be acquired

Upon completion of this training, you will be able to:

On completion, successful delegates will have the knowledge and skills to perform first, second and third-party audits of quality management systems against ISO 9001, in accordance with ISO 19011 and ISO/IEC 17021, as applicable.

Knowledge:

Explain the purpose of:

- A QMS
- QMS standards
- Management system audit
- Third-party certification
- Business benefits
- Explain the role and responsibilities of an auditor to plan, conduct, report and follow-up a QMS audit in accordance with ISO 19011, and ISO/IEC 17021, as applicable

Skills:

Have the skills to:

- 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, as applicable

Targeted audience

Anyone with the need to audit an organization's ISO 9001:2015 QMS.

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Pedagogical, technical and framing means

Course materials including:

- Introduction to the training, detailed program and security assignments
- Course presentation, theory and activities/ role plays
- Answers to the activities
- Videos
- Additional documents, distributed during the sessions, to use for the activities
- Attendance sheet to be signed

Assessment specifics

- Questionnaire to assess the knowledge at the end of the training
- Customer survey

What is included ?

- Course materials, provided electronically
- Letter of attestation
- Official certificate

Prerequisites: (Essential) You should already have a good knowledge of ISO 9001:2008 requirements, and the key principles of a QMS. If not, we strongly recommend you attend our ISO 9001:2015 Requirements course, or equivalent. It will also help if you have attended an internal auditor course or have experience with conducting internal or supplier audits.

*These training modules are eligible to the subsidizing by the public institutions in France (OPCO);

**Each delegate receives a training convention after the enrollment.

***Please note that for the public sessions, you have until 48h before the start of the course to confirm your enrollment. For the in-house sessions, the deadline would be of two weeks prior to the start of the course.

****Should you be in a disabled situation, please contact us and indicate what details should be taken into account.

You can contact us on **training.france@bsigroup.com** or **01 89 79 00 40**

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