

CQI & IRCA CERTIFIED ISO 9001:2015 LEAD AUDITOR (QUALITY MANAGEMENT SYSTEMS) TRAINING COURSE (18030)



This course is **certified by the Chartered Quality Institute (CQI) and International Register of Certificated Auditors (IRCA)** and meets the training requirements for initial certification as an IRCA QMS Auditor.

This training is to provide participants with the knowledge and skills needed to fulfil their role as a fully trained Lead Auditor of ISO 9001:2015 Quality Management Systems.

The course includes the 2-stage audit approach for certification of the Quality Management Systems (QMS), in conformity with the ISO/IEC 17021 standard.

This course is aligned to the ISO 19011, the guideline on auditing management systems.

Objectives

This course aims to equip participants with the following knowledge and skills:

- Knowledge of the purpose of a QMS, of QMS standards, of management system audit, of third party certification and the business benefits of improved performance of the QMS
- Knowledge of 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
- Skills to plan, conduct, report and follow-up an audit of a QMS to establish conformity with ISO 9001 and in accordance with ISO 19011 and ISO/IEC 17021.

Course Content

Accelerated learning techniques have been incorporated into the course structure to enhance the learning process. Participants are required to actively participate in the group discussions, activities and role plays. All assignments including performance in simulated/live audit will be assessed.

Day 1

- Introduction to the course
- Overview of audits and auditing
- The audit lifecycle
- Differences between 1st, 2nd and 3rd party audits
- Ideal auditor
- Overview of ISO 9000 series
- Definitions of key terms used
- Fundamentals of ISO 9001
- Audit preparation
- Documented information and document review
- Evening assignments: *Participants work in teams to prepare for the day 4 "live or simulated audit" exercise*

**Course
Content
(Contd)****Day 2**

- Auditing the ISO 9001
This session draws on the participants' prior knowledge to audit selected requirements of the standard
- The audit plan
- Process risk and performance based auditing
- Audit checklist
- Opening meeting
- Conducting the audit
This session provides invaluable information and guidance on how a process-based audit is carried out. Interviewing and information gathering techniques are explained.
- Evening assignments

Day 3

- Generating audit findings
- Reporting and grading findings
- Closing meeting
- Corrective action follow-up and surveillance audits
- International Registration Scheme for Certificated Auditors
- Exam techniques and debrief on specimen exam paper
- Evening assignments

Day 4

- "Live or simulated audit" exercise
 - *Participants experience conducting a quality management system audit against ISO 9001 in a "live audit" at an actual organization or in a "simulated audit" exercise.*

Day 5

- Review performance of the "live or simulated audit" exercise
 - *The tutor facilitates this session whereby feedback is given on the participants' performance and any learning points to improve their auditing skills*
- Course review and summary
- Written closed-book examination (2 hours*)
*Note: additional 30 minute is given if English language is not the participant's 1st language. The ISO 9001:2015 will be provided as reference.

Certificates of achievement will only be awarded to participants who meet the following criteria:

- Complete/attend all elements of the course
- Pass the continuous assessment (for class activities)
- Pass the written examination.

Benefits

Upon completion of this course, participants will be able to: -

- Lead and manage 1st, 2nd or 3rd party audits
- Participate in the planning, preparation, conducting and reporting of audits
- Present audit findings in a formal and clear manner to the interested parties concerned
- Assess the effectiveness and adequacy of corrective action taken on audit findings
- Handle various difficult situations encountered during audits
- Satisfy the training requirements for initial certification as an IRCA QMS auditor. The certificate of achievement is valid for three years for this purpose.

Pre-requisite	<p>Participants must be familiar with the ISO 9001 requirements and the following prior knowledge:</p> <p>a) Management systems</p> <ul style="list-style-type: none">• 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 continual improvement. <p>b) Quality management</p> <ul style="list-style-type: none">• 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. <p>c) ISO 9001:2015</p> <p>Knowledge of the requirements of ISO 9001 and the commonly used quality management terms and definitions, as given in ISO 9000.</p> <p>The CQI & IRCA recommend participants complete an CQI & IRCA Certified ISO 9001:2015 Foundation QMS Training or equivalent. Please take note that the written examination questions could relate to the expected prior knowledge.</p>
For Whom	<p>This course is suitable to develop auditors conducting first, second or third party audits. Quality professionals, QMS managers and those interested in furthering their auditing skills will find this a stimulating and beneficial course.</p>
Tutor	<p>The tutor conducting this course has been approved through a vigorous evaluation process based on his skills, knowledge and qualifications. He will be able to share with you his vast audit experience and guide you through the correct application of the ISO 9001 standard in the context of the audit. The tutor will also be able to provide advice on how to handle difficult audit situations.</p>
Duration	<p>This is a five-day course.</p> <p>Day 1&2: 9.00 am to 7.00 pm – Class work inclusive of evening assignments</p> <p>Day 3: 9.00 am to 6.30 pm – Class work inclusive of evening assignments</p> <p>Day 4: 9.00 am to 5.00 pm – Live or simulated audit</p> <p>Day 5: 9.00 am to 5.00 pm – Class work and two-hour (*) examination</p> <p>Full attendance, and passing the examination and practical assessment are compulsory to attain certification.</p> <p>*Note: additional 30 minute is given if English language is not the participant's 1st language. Please take note that the daily timing may be extended depending on the need and progress of the class.</p>
Note for participants from out of town	<p>Participants are encouraged to seek accommodation close to the training venue. Please be reminded to bring appropriate personal protective equipment for live audit especially covered flat-heeled shoes or safety shoes if available. Participants are allowed to use a bilingual dictionary during exam therefore participants are encouraged to bring a hardcopy dictionary. Please take note that electronic devices are not allowed during exam.</p>
CQI & IRCA certification	<p>Neville-Clarke International Pte Ltd is the CQI and IRCA approved training Partner (ATP 01191057).</p>

HRDF Scheme for Malaysian participants Claimable under the Malaysian SBL or SBL Khas Schemes.

Course Admin

Training dates : 16-20 April | 7 – 11 May | 25 – 29 June | 23 – 27 July | 13 – 17 Aug | 24 – 28 September | 22 – 26 October | 12 – 16 November | 17 – 21 December 2018

Training fees : RM 4,028 per person (inclusive 6% GST - RM 228)

Training venue : within Mid Valley City Megamall, Kuala Lumpur

Important Notes:

* For delegates out of Malaysia, an additional 10% will be added to the original fees. Payment from out of Malaysia, ALL local and overseas bank charges borne by remitter

** Full payment is required at least one week before course commence

Agenda

Day 1	<p>8.30am- Registration 9.00am- Start</p> <ul style="list-style-type: none"> • Introduction to the course • Overview of audits and auditing • The audit lifecycle • Differences between 1st, 2nd and 3rd party audits • Ideal auditor • Overview of ISO 9000 Series <p>1.00noon- Lunch</p> <ul style="list-style-type: none"> • Fundamentals of ISO 9001 • Definitions of key terms used • Audit preparation • Documented information and document review <p>6.00pm – 7.00pm Evening work</p> <ul style="list-style-type: none"> • Evening assignments: <i>Participants work in teams to prepare for the "live or simulated audit" exercise</i>
Day 2	<p>9.00am- Start</p> <ul style="list-style-type: none"> • Knowledge review • Auditing the ISO 9001 requirements <i>This session draws on the participants' prior knowledge to audit selected requirements of the of the standard</i> • Audit plan <p>1.00noon- Lunch</p> <ul style="list-style-type: none"> • Process risk and performance based auditing • Audit checklist • Opening meeting • Conducting the audit <i>This session provides invaluable information and guidance on how a process-based audit is carried out. Interviewing and information gathering techniques are explained. Exercises are included to practice the auditing skills.</i> <p>6.00pm – 7.00pm Evening work</p> <ul style="list-style-type: none"> • Evening assignments: <i>Participants work in teams to prepare for the "live or simulated</i>

	<i>audit" exercise</i>
Day 3	<p>9am- Start</p> <ul style="list-style-type: none"> • Knowledge review • Generating audit findings • Reporting and grading findings <p>1.00noon- Lunch</p> <ul style="list-style-type: none"> • The closing meeting • Corrective action follow-up and surveillance audits • Introduction of IRCA • Exam techniques and debrief on specimen exam paper <p>6.00pm – 6.30pm Evening work</p> <ul style="list-style-type: none"> • Evening assignments: <i>Participants work in teams to prepare for the "live or simulated audit" exercise</i>
Day 4	<p>9am- 5.00 pm</p> <ul style="list-style-type: none"> • "Live or simulated audit" exercise • <i>Participants apply their audit knowledge by participating in a live or simulated audit. Live audit will be conducted subject to the availability of a host company.</i>
Day 5	<p>9am-Start</p> <ul style="list-style-type: none"> • Knowledge review • Review of the "live or simulated audit" <ul style="list-style-type: none"> ○ <i>The tutor facilitates this session whereby feedback is given on the participants' performance during the "live or simulated audit".</i> • Course review and summary <p>1.00noon- Lunch</p> <p>2.30pm -4.30pm</p> <ul style="list-style-type: none"> • Written closed-book examination (2 hours*) <p>*Note: additional 30 minute is given if English language is not the participant's 1st language. The ISO 9001:2015 will be provided as reference. Additional time up to 30 minutes is also allowed if the participants suffer from particular disabilities, for example dyslexia, muscular dystrophy etc., which adversely affect their ability to complete the examination in the allotted time.</p>