DEFINE™
MANAGEMENT CONSULTANCY & TRAINING

TRAINING TITLE

ISO 9001 (Quality Management System) Lead Auditor

Training Duration

5 days

Training Venue and Dates

HS2223	**ISO 9001 (Quality Management System) Lead Auditor**	**5**	**18-22 Dec. 2023**	**$5,250**	**Dubai, UAE**

In any of the 5-star hotels. The exact venue will be informed later.

Training Fees

- **$5,250 per participant for Public Training includes Materials/Handouts, tea/coffee breaks, refreshments & Buffet Lunch**

Training Certificate

Define Management Consultants Certificate of course completion will be issued to all attendees.

TRAINING WORKSHOP DESCRIPTION

IRCA certified ISO 9001:2015 Lead Auditor Course

ISO 9001 Lead Auditor Training equips the professional with the knowledge & skills required to develop & conduct a quality management system audit against the ISO 9001:2015 standard by ISO 19011:2018.

The course provides a wide range of knowledge and skills for leading both internal and external audits to carry out and manage effective audits, as well as leading small teams of auditors for successful and effective auditing processes.

Throughout the 5 days of training, delegates will learn how to carry out the role of a Lead Auditor, including best practices for auditing, and skills for planning, carrying out, and reporting on an ISO 9001 audit.

TRAINING OBJECTIVES:

After completing the training, the employee will:

- Understand the structure and elements of a QMS based on the requirements of ISO 9001
- Explain the role of an auditor to plan, conduct, report, and follow up a quality management system audit.
- Describe the roles and responsibilities of auditors and lead auditors.
- Plan and conduct an audit by ISO 19011 & ISO 22000 guidance documents. Report the audit, including writing valid, factual, and value-adding non-conformity reports.
- Undertake audit follow-up activities, including evaluating the effectiveness of corrective action.

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- Take the ISO 9001 (Quality Management System) Lead Auditor Certification Exam.

WHO SHOULD ATTEND?

- Staff who are charged with the responsibility to develop and maintain a QMS
- All QMS auditors who wish to acquire an internationally recognized auditor status
- Those who wish to explore career opportunities in quality management system auditing

TRAINING METHODOLOGY

A highly interactive combination of lectures and discussion sessions as well as workshops will be managed to maximize the amount and quality of information, knowledge, and experience transfer. The course will be intensive but practical and highly interactive. The sessions will start by raising the most relevant questions and motivating everybody to find the right answers. Course material through PowerPoint equipped with necessary workshops, mock exams, and general discussions will be provided.

Percentage of Delivery Methodologies
– 50% Presentation
– 30% Group & individual exercises
– 20% Workshops

The course participants shall be evaluated through an Online Exam that will be arranged by IRCA at the end of the course.

COURSE PROGRAM

Day -1 -

Pre-Course Test

Domain 1: Introduction to ISO 9001: 2015 Clauses & Compliance

- ISO 9001:2015 Standard overview
- Purpose and benefits of a Quality Management System
- Basic Terminologies and Definitions of Quality Management Systems
- ISO 9001 Clauses
  - Clause 1 – Scope
  - Clause 2 & Clause 3 – Terms and Definitions
  - Clause 4 – Context of The Organization
  - Clause 5 – Leadership
  - Clause 6 – Planning
  - Clause 7 – Support
  - Clause 8 – Operation
  - Clause 9 – Performance Evaluation
  - Clause 10 – Improvement

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- Quality Management System Model for ISO 9001 PDCA (Plan, Do, Check, Act) concepts and methodology
- Legal Compliance & ISO 9001:2015

Workshop (1) Clauses Understanding Simulation

Day -2 -

Domain 2: Fundamental, Principles & Concepts of the Quality Management System (QMS) that Complies with ISO 9001: 2015 Requirements

- Requirements and Purpose of ISO 9001:2015
- Management System Definition
- Contents of the management system
- Types of OH&S Documentations
  - Procedure
  - Policy
  - Plan
  - Manual
  - Flow Chart
  - Forms
  - Register
- Documents Preparation, Revision, Approval & Implementation Process
- Management Commitments
- QMS SMART Objectives
- Quality Risks & Opportunities
- Interested Parties
- Internal & External Issues & Communication
- Documented Information/records
- Management of Change
- Resources, Competence & Awareness
- Monitoring & Measurements
- Design and Development Process
- Customer Satisfaction
- Performance Evaluation
- Analysis and evaluation of data
- Internal Audit
- Management Review
- Nonconformity and corrective action

Workshop (2) EMS Documents Preparation

Day -3 -

Domain 3: Audit Principles and Preparation for Initiation of a Quality Audit

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- Audit Definition
- Audit Types
  - Internal Audit (1st Party)
  - External Audit (2nd / 3rd Party)
  - Combined Audit
  - Joint Audit
- Audit Team
- Lead Auditor principles, Competence, Knowledge and communication skills
- Lead Auditor Roles, responsibilities & Capabilities
- Audit Objectives
- Audit Scope
- Audit Criteria
- Auditing Activities
- Audit Procedure
- Benefits of an effective audit process

Workshop (3) Forming Auditing Team

Day -4 -

Domain 4: Planning, Preparation & Conducting an Audit

- Audit Program
- Preparing Audit Checklist
- Audit planning & Scheduling
- Audit Implementation Process
- Audit Records
- Opening Meeting
- Conducting Interviews
- Questioning Types
- Documentation review
- Audit Activities
  - Process Audit
  - Product Audit
  - System Audit
- On-Site Audit
- Collecting Evidence
- Audit Findings
- Audit Reviewing

Workshop (4) Conducting Audit (Simulation Scenario)

Domain 5: Managing & Closing an ISO 9001 Audit Findings

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- Assessment of Audit reconciliation reports and documents
- Closing Meeting
- Audit Report Contents
- Audit Report Communication
- Audit Records
- Types of Nonconformity
- Evaluation of reports and write-ups
- Records and follow-ups
- Corrective Action (CA) Program
- Close-out of Corrective Action

Workshop (5) Sample IRCA Model Exam Revision (Mock Exam)

Domain 6: International Register of Certificated Auditors (IRCA) registered course (including 2 hours Online examination)

TRAINING OUTCOME

- Develop quality management systems in organizations as a consultant.
- Managing audit programs
- Initiating an audit
- Preparing for an audit
- Conducting on-site audit activities
- Reporting on audit findings
- Conducting post-audit activities
- Develop competence in quality management system audit,
- Lead certification audits on behalf of certification bodies

NOTE:
Pre & Post Tests will be conducted.
Case Studies, Group Exercises, Group Discussions, Last Day Review, and assessments will be carried out.

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