

IRCA APPROVED ISO 9001:2008 QMS AUDITOR/LEAD AUDITOR TRAINING COURSE



Course provider: TUV NORD CERT GmbH

(Course Registration No. A17027)

Organized by:

FICCI QUALITY FORUM

270th Course: Oct 27 -31, 2014

1. COURSE OBJECTIVE

The aim of the course is to provide an understanding of the principles and practices of quality management system auditing and to impart practical training on quality auditing skills.

At the end of the course the participants will be able to:

- ✓ Interpret correctly the requirements of ISO 9001:2008 and how they apply to the processes of a company
- ✓ Conduct an effective gap analysis/internal audit/supplier's audit/third party certification audit
- ✓ Initiate improvements in the quality management system (QMS) of a company

2. YOU SHOULD ATTEND THIS COURSE IF:

- You require detailed knowledge of quality auditing process
- Your job involves assessment of suppliers and potential suppliers
- You are responsible for managing the internal quality audit function within your organization
- You are involved in preparing their organization for assessment by customers or certification body
- You wish to become registered as Auditor or Lead Auditor with International Register of Certificated Auditors (IRCA, IQA - UK)

3. PREREQUISITE

Prior to commencement of the course, all participants are expected to have an understanding of the content & implementation of ISO 9000 series of standards.

4. RECOGNITION

The course is recognized by the IRCA, IQA-UK (International Register of Certificated Auditors). The course meets the training requirements for individuals seeking registration as Auditor/Lead Auditor with IRCA. The course is registered with IRCA and bears Certification No. A 17027.

5. COURSE MATERIAL

Registered participants are sent pre-course material in advance for preparation. Course kit comprising detailed course material and International Standard on QMS is given to each participant.

6. CERTIFICATE

Those participants who successfully complete the continuous assessment during the course and also the written examination, which is conducted on 5th day of the course, **will be issued certificate by TUV Nord CERT GmbH**

7. COURSE SCHEDULE & REGISTRATION PROCEDURE

Date: Oct 27 - 31, 2014

Timing: 0930 hrs – 17:30 hrs

Nature: Non residential

Venue: FICCI, Federation House, New Delhi

Participation Fee: Rs. 21,850 + 12.36% Service Tax (Total amount of Rs. Rs. 24,551/-, includes cost of training, course kit, lunch, tea etc.)

Registration: Send registration form along with Cheque/DD in favour of "FICCI Quality Forum". The seats are limited to 20 and registration will be done on first come first serve basis

For further details & to reserve your seat, please contact:

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8. ABOUT OUR LEAD FACULTY

Our Lead Faculty of this course Mr. S.C. Arora has rich experience of over 40 years in quality control, third party certification and quality management. He is IRCA UK certificated ISO 9000 Lead QMS Auditor (Registration No. A005025) and has conducted more than 200 Lead Auditor Courses till date not only in India but in other countries viz. Bangladesh, Bahrain, Bhutan, Kyrgyzstan, Malawi, Maldives, Mauritius, Nepal Oman, Sri Lanka, Tajikistan, etc.

He is the author of six books on QMS related subjects published by International Trade Centre, UNCTAD/WTO, Geneva & United Nations Industrial Development Organization (UNIDO), Vienna for worldwide distribution.

He is the Principal Consultant of FICCI Quality Forum and has also provided consultancy to multinational, large, medium and small companies in India & abroad for effective implementation of the ISO 9001 based QMS both in manufacturing & service sector.

9. ABOUT FICCI QUALITY FORUM

FICCI Quality Forum (FQF) is a specialized division of Federation of Indian Chambers of Commerce and Industry (FICCI) set up with main objective to sharpen the competitive edge of the Indian Industry. FQF provides training, consulting and research services focused on enhancing the quality quotient of clients and partner organization. FQF provides a full range of training programs on effective implementation of national and international management systems standards to support all learning needs from initial understanding to certification as Lead Auditor.

FQF retains a pool of highly qualified, experienced and best in class trainers for course delivery and provides both open house as well as in house courses. For the past 20 years FQF has conducted **over 350 IRCA U.K. approved Auditor/Lead Auditor training courses** in collaboration with TUV NORD CERT GmbH for ISO 9001 Quality Management Systems (QMS), ISO 14001 Environment Management Systems (EMS), OHSAS 18001 Occupational Health and Safety Management Systems (OH&SMS) and ISO 22000 Food Safety Management Systems (FSMS).

In addition we also provide FICCI certified trainings on Energy Management Systems based on ISO 50001, Laboratory Management Systems based on ISO/IEC 17025, training on Six Sigma certification, Life Cycle Assessment, CDM, Project Management etc. We also provide consultancy support on the effective implementation of above management systems leading to certification/accreditation.

10. ABOUT TUV NORD CERT GmbH

TUV NORD is a well-established and reliable partner for inspection and certification services throughout the world. With more than 1,200 experienced experts, our pool of auditing guarantees the highest level of competence in the certification of management systems, products and personnel.

11. COURSE CONTENT

1.0 Introduction

- 1.1 IRCA and Auditor Registration Scheme
- 1.2 Auditor Codes of Conduct

2.0 An Overview of Quality Management

- 2.1 What is Quality?
- 2.2 Managing for Quality
- 2.3 What is Quality Assurance?
- 2.4 Evolution of Quality Management Systems
- 2.5 An overview of the ISO 9000 series
- 2.6 Background to ISO 9001:2008

3.0 The Requirements of ISO 9001 Explained

- 3.1 Introduction and Scope
 - 3.2 The Structure of ISO 9001
 - 3.3 Quality Management System
 - 3.4 An overview of ISO 9001 requirements
- Exercise on above*

4.0 Quality Auditing

- 4.1 What is an Audit and why are Audits necessary?
- 4.2 The Audit Process
- 4.3 Auditing in relation to the "Process approach"
- 4.4 ISO 19011 and auditor competence

5.0 The Assessment Process

- 5.1 An Overview
 - 5.2 Initial Contact
 - 5.3 Pre-Assessment Visits
 - 5.4 Document Review
 - 5.5 Initial Preparation
 - 5.6 Development of the Assessment Schedule
 - 5.7 Communication
 - 5.8 Detailed Planning
 - 5.9 The On-Site Assessment
 - 5.10 Opening Meeting
 - 5.11 Audit Conduct
 - 5.12 Evaluating Results
 - 5.13 Closing Meeting
 - 5.14 Corrective Action
 - 5.15 Formal Report
 - 5.16 Follow-Up and Surveillance Visits
- Exercises on above*

6.0 Audit Tools & Techniques

- 6.1 Detailed Planning & Check List development
- 6.2 Searching for Evidence
- 6.3 Conducting Interview and Asking Questions
- 6.4 Auditor and Auditee Tactics
- 6.5 Recording the Results

Exercise on above

LIST OF PARTICIPANTS OF PREVIOUS ISO 9000 LEAD AUDITOR COURSES

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