

# QMS

## Learning Outcomes

- Understand quality management definitions, concepts, and guidelines
- Understand the purpose of the ISO 9000 series
- Understand the requirements of the ISO 9001:2015 standard
- Understand the roles and responsibilities of the auditor
- Apply ISO 19011 definitions, concepts, and guidelines
- Recognise the principles, practices, and types of audits
- Conduct all phases of an internal audit
- Prepare and present effective reports
- Understand the role of objectives, scope, and criteria in the audit process
- How to plan audits
- Conduct audit team selection
- Initiate the audit and conduct opening meetings
- Understand lead auditor responsibilities
- Communicate effectively during the audit
- Prepare audit conclusions
- Conduct closing meetings
- Report audit results

## Assessment

There is a final examination for this course. Detailed exam instructions will be provided. Delegates will also be assessed on the basis of their progress throughout the course.

## Certification

A Certificate of Achievement will be awarded to students who successfully complete both the examination and the continuous assessment. Certificates of Attendance may be provided to those who do not pass the exam. Should a delegate pass the course but fail the exam they are allowed one retake which has to be taken within a 12 month timescale of the end of the original course. Delegates can re-sit the full course if the exam is failed twice but costs will apply.

## Course Materials

Students will receive a comprehensive course manual with reference materials.

Reference copies of ISO 9000, ISO 9001, ISO 9004, ISO17021 and ISO 19011 will be available for the classroom based course.

## Duration

5 days.

See current Course Schedule for details of dates and price or alternatively if you have 4 or more delegates you may benefit from running an in-house course specifically for your team please email [anne-marie.smith@qmsskills.co.uk](mailto:anne-marie.smith@qmsskills.co.uk) for details.



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## ISO 9001: 2015 QMS Auditor/Lead Auditor



## Course Overview

### Ensure successful quality audits

At the end of the QMS Skills Ltd IRCA Registered training course, you will have a thorough appreciation of the audit life cycle for first party (Internal), second party (Supplier), and third party (Certification), audits. You will gain skills, knowledge, techniques and understanding that ensure a successful audit as well as a positive and successful working relationship with the auditee.

Although this course is primarily designed for auditors it is also excellent preparation for anyone involved in ISO 9001: 2015. Be it an implementer, consultant, auditee, manager or anyone updating their systems our course tells you what you need to know.

### Who should attend

- Individuals interested in conducting first-party, second-party, and third-party audits
- Management Consultants
- Quality Directors
- Managers
- Engineers
- Business Analysts

### Course content

The focus of the Course is on understanding and applying the 'skills' needed to be a successful auditor. Here lectures are kept to a minimum, with learning provided through exercises, discussion, role play and presentations from attendees. This includes performing all the stages of a Certification Audit including the Stage 1 and Stage 2 Audits. These audits are performed on a realistic and simulated Company with a fully functioning ISO 9001: 2015 system.

### Course Pre-requisites

Before attending this course it is recommended by the CQI & IRCA that delegates have a prior knowledge of quality management principles and concepts. (Please note it is difficult to pass either the course or the exam without this prior knowledge). This knowledge must be obtained prior to attending the course as the syllabus does not allow us to go through the standard, clause by clause, during the classroom-based course.

Many course providers leave you to obtain this prior knowledge for yourself. However (if you don't wish to attend a one day Foundation Course) we provide as part of the course package an extremely comprehensive ISO 9001: 2015 Explanation Manual. This means you can study the contents and get this prior knowledge at a speed and duration that suits your individual needs. It typically takes at least a total of eight hours to complete the entire Explanation Manual.

Remember you do need to have a good understanding of the ISO 9001 requirements but you don't have to memorise them - you are allowed a clean copy of ISO 9001 even in the exam.

Reference copies of ISO 9000, ISO 9001, ISO 9004, ISO17021 and ISO 19011 will be available for the class-room based course.

(QMS Skills Ltd also recommends that some internal audit experience can be advisable before attending this course. Inexperienced students may also wish to take an introductory course on ISO 9001:2015 prior to attending this classroom-based training).