



Internal Quality Auditor Training Course based on ISO/TS 16949:2009 Series

This course aims to provide you with the opportunity to learn about the subject of auditing of quality management systems, specifically those based on the ISO 9000 family of international standards and dramatically enhance skills

Introduction:

Organizations have to identify, plan & establish systems that directly affect the quality of product or service, and ensure that these processes are carried out under controlled conditions both effectively & efficiently. ISO 9001:2000/TS 16949 Quality Management System is an ideal tool which provides the means for systematic analysis of all these aspects of an organisation's quality management system to determine the extent and effectiveness of management control. A good operating quality system can be seen as an action plan for what to do to prevent variations on products and services. Effectively implemented systems & processes will, therefore, be a tool for the organisation to reduce the cost of non-quality.

Learning Objective:

This course aims to provide you with the opportunity to learn about the subject of auditing of quality management systems, specifically those based on the ISO 9000 family.

At the end of the course, participants will learn about: -

- Purpose of a Quality Management System.
- Principles of Quality Management.
- Purpose, content and interrelationship of ISO 9000, ISO 9001, ISO 9004 and ISO 19011.
- Interpretation of ISO 9001 requirements in the context of an audit.
- Roles and responsibilities of auditors and lead auditors.
- Planning and conducting an audit in accordance with ISO19011.
- Reporting of audit, including writing valid, factual and value-adding non-conformity reports.
- Undertaking audit follow-up activities, including evaluating the effectiveness of corrective action.
- Role of Auditor and Management Representative



Course Contents:

Day One

- Course introduction
- Management system – why and what?
- Why, and what is an, Audit?
- ISO 9000: Purpose and requirements
- Plan an audit

Day Two

- Auditor skills
- Conduct an Audit
- Complete audit simulations.
- Evaluation, Report and Follow up
- Course conclusion, reflection and personal action plan

Target Participants:

Participants must have some understanding of the content, application and implementation of the appropriate series of standards prior to the commencement of the course.

Teaching Methodology:

This course has been designed with input and feedback from a number of trainers, customers and training consultants. The course design reflects a high level of interaction between the trainer and the participants. It is built upon the participants input all throughout the course. This input by being mapped on the classroom walls will help the participants follow and remember the course structure and content.

Certificate: On successful completion of the course, a certificate will be issued to the participant.

Duration: 2 days **Language:** English

Course Fee: Rs. 7500/- plus service tax