

€ TRAINING

Leader Auditor - ISO 9001:2015



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Introduction

Identify the key requirements and benefits of ISO 9001:2015
Manage quality and drive continual improvement
Take steps to ensure that quality is at the heart of your organization
Attract and retain customers by meeting their current and future needs better
Identify the aims and benefits of an ISO 9001:2015 audit
Interpret ISO 9001:2015 requirements for audit application
Plan, conduct, and follow-up auditing activities that add real value
Grasp the application of risk-based thinking, leadership, and process management
Access the latest auditor techniques and identify appropriate use
Build stakeholder confidence by managing processes in line with the latest requirements

Course Objectives:

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

- Learn the importance and benefits of an ISO 9001:2015 QMS
- Understand the key requirements, terms, and definitions of ISO 9001:2015 and its structure, which incorporates the Annex SL common framework for management system standards
- Grasp the main concepts such as risk-based thinking, process approach, Plan-Do-Check-Act, and the 7 management principles
- Gain the skills to plan, conduct, report, and follow up an audit in accordance with ISO 19001
- Explain the role of an auditor to plan, conduct, report, and follow up an audit in accordance with ISO 19001
- Conduct effective audits in any auditing situation
- Establish and plan the activities of an audit team
- Communicate effectively with the auditee and audit client
- Organize and direct audit team members
- Prepare and complete the audit report
- Use remote auditing methods

Targeted Audience:

- Quality personnel
- Management representatives
- Appointed auditors
- QMS consultants
- Those who wish to understand ISO 9001 and its application
- Anyone involved in the planning, implementing, maintaining, supervising, or auditing of an ISO 9001:2015 QMS
- Anyone interest in quality management systems

Course Outlines:

Unit 1: General

- Introduction
- Scope
- Normative references
- Terms and definitions

Unit 2: Context of the organization

- Understanding the organization and its context
- Understanding the needs and expectations of interested parties
- Determining the scope of the quality management system

Unit 3: Leadership

- Leadership and commitment
- Policy
- Organizational roles, responsibilities, and authorities

Unit 4: Planning

- Actions to address risks and opportunities
- Quality objectives and planning to achieve them
- Planning of changes

Unit 5: Support

- Resources
- Competence
- Awareness
- Communication
- Documented information

Unit 6: Operation

- Operational and planning control
- Requirements for products and services
- Design and development of products and services
- Control of externally provided processes, products, and services
- Productions and service provision
- Release of products and services
- Control of nonconforming outputs

Unit 7: Performance evaluation

- Monitoring, measurement, analysis, and evaluation
- Internal audit
- Management review

Unit 8: Improvement

- General
- Nonconformity and corrective action

- Continual Improvement

Unit 9: Audit steps

- Audit Plan
- Developing Checklists
- Opening Meeting
- Conducting the Audit
- Recording Results
- Closing Meeting
- Audit Follow-up Activities

Unit 10: Audit program

- Contents of the audit program
- Establishing the audit program objectives
- Identifying and evaluating audit program risks
- Process flow for the management of an audit program Ref ISO 19011
- Managing an audit program
- Implementation of an audit program
- Collecting and verifying information

Unit 11: The audit team

- Knowledge and skills of an audit team leader
- How to evaluate an Auditor

Unit 12: Psychological factors during audits

- Attitudes & relationships
- Communication
- Space & time
- Body language
- Tips for effective communication