€TRAINING

Implementing and Auditing QA ISO-9001 Systems

24 - 28 June 2024
Kuala Lumpur (Malaysia)

Implementing and Auditing QA ISO-9001 Systems

Introduction:

This highly interactive two-day training program is designed for those people who require a sound understanding of the techniques and principles of quality auditing. It also covers the role of the internal auditor in the development and improvement of an effective quality management system.

Internal auditing is changing and it is no longer enough that internal audits check conformance, but auditors now need to be able to audit processes with emphasis on risk and performance improvement. Delegates will learn that they play a key role in the development and improvement of working practices across the organization. Delegates will also learn how to apply the 7 quality management principles.

Course Objectives:

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

- Teach the importance and purpose of an effective QMS
- Give an understanding of the role and responsibilities of an auditor in planning, conducting, reporting, and following up on a QMS audit to comply with standard ISO 9001:2015.
- Produce audit reports that will help to improve the effectiveness of the QMS
- Understand how to use the results of internal audits to help drive improvements

Targeted Audience:

This training program is specifically designed for delegates with an interest in the quality auditing process, including principles and techniques involved with QMS. The course will also be relevant for those who are involved in internal auditing of quality management systems, whose processes and procedures will be audited.

Course Outlines:

Unit 1:

- Quality Assurance Methodology
- Auditing Methodologies
- ISO-9001 Requirements

Unit 2:

- Understanding Continuous Improvement
- Quality Assurance Tools
- Quality Improvement Tools

Unit 3:

- Operational Quality Auditing Skills
    - Examining Skills
    - Questioning Skills
    - Audit Tools and Techniques: Data gathering Ground-rules, Data comWashington, DCon techniques-Benchmarking, Data analysis-understanding self-assessment data.
    - Evaluating
    - Effective Reporting that Sells
    - Follow-up and Continuous Improvement

Unit 4:

- Managing the Quality Audit
    - Planning an Audit
    - Organizing the Conduct of Audit
    - Communicating Objectives - other auditors and auditees

Unit 5:

- Directing an Audit Team
- Managing the External Auditor