

CERTIFIED ISO 9001 LEAD AUDITOR



MASTERING THE AUDIT OF A QUALITY MANAGEMENT SYSTEM (QMS) BASED ON ISO 9001, IN COMPLIANCE WITH THE REQUIREMENTS OF ISO 19011 AND ISO 17021

SUMMARY

This five-day intensive course enables the participants to develop the needed expertise to audit a Quality Management System (QMS) based on ISO 9001 and to manage a team of auditors by applying widely recognized audit principles, procedures and techniques. During this training, the participant will acquire the needed knowledge and skills to proficiently plan and perform internal and external audits in compliance with ISO 19011 and certification audits according to ISO 17021. Based on practical exercises, the participant will develop the skills (mastering audit techniques) and competencies (managing audit teams and audit program, communicating with customers, conflict resolution, etc.) necessary to efficiently conduct an audit.

COURSE AGENDA

DURATION: 5 DAYS

DAY1

Introduction to Quality Management System (QMS) concepts as required by ISO 9001

- ▶ Normative, regulatory and legal framework related to Quality
- ▶ Fundamental principles of Quality
- ▶ ISO 9001 certification process
- ▶ Quality Management System (QMS)
- ▶ Detailed presentation of the clauses of ISO 9001

DAY2

Planning and initiating an ISO 9001 audit

- ▶ Fundamental audit concepts and principles
- ▶ Audit the approach based on evidence
- ▶ Preparation of an ISO 9001 certification audit
- ▶ QMS documentation audit
- ▶ Conducting an opening meeting

DAY3

Conducting an ISO 9001 audit

- ▶ Communication during the audit
- ▶ Audit procedures: observation, document review, interview, sampling techniques, technical verification, corroboration and evaluation
- ▶ Audit test plans
- ▶ Formulation of audit findings and documenting nonconformities

DAY4

Concluding and ensuring the follow-up of an ISO 9001 audit

- ▶ Audit documentation
- ▶ Conducting a closing meeting and conclusion of an ISO 9001 audit
- ▶ Evaluation of corrective action plans
- ▶ ISO 9001 surveillance audit and internal audit management program

DAY5 ANSI Accredited Certification Exam



WHO SHOULD ATTEND?

- ▶ Internal auditors
- ▶ Auditors wanting to perform and lead Quality Management System (QMS) certification audits
- ▶ Project managers or consultants wanting to master the QMS audit process
- ▶ Individuals responsible for the Quality or conformity in an organization
- ▶ Expert advisors in Quality Management Systems
- ▶ Technical experts wanting to prepare for a Quality audit function

LEARNING OBJECTIVES

- ▶ To acquire expertise of performing an ISO 9001 internal audit, following the ISO 19011 guidelines
- ▶ To acquire the expertise of performing an ISO 9001 certification audit, following the ISO 19011 guidelines and ISO 17021 specifications
- ▶ To acquire the expertise necessary for managing a QMS audit team
- ▶ To understand the relationship between a QMS and compliance with the requirements of different stakeholders of the organization
- ▶ To improve the ability to analyze the internal and external environment of an organization, and audit decision-making in the context of a QMS





EXAMINATION

- ▶ The “Certified ISO 9001 Lead Auditor” exam fully meets the requirements of the PECB Examination and Certification Program (ECP). The exam covers the following competence domains:

DOMAIN 1: FUNDAMENTAL PRINCIPLES AND CONCEPTS IN QUALITY MANAGEMENT

- 1 Main Objective: To ensure that the ISO 9001 Lead Auditor candidate can understand, interpret and illustrate the main Quality Management concepts related to a Quality Management System (QMS)

DOMAIN 2: QUALITY MANAGEMENT SYSTEM (QMS)

- 2 Main Objective: To ensure that the ISO 9001 Lead Auditor candidate can understand, interpret and illustrate the main concepts and components of a Quality Management System based on ISO 9001

DOMAIN 3: FUNDAMENTAL AUDIT CONCEPTS AND PRINCIPLES

- 3 Main Objective: To ensure that the ISO 9001 Lead Auditor candidate can understand, interpret and apply the main concepts and principles related to a QMS audit in the context of ISO 9001

DOMAIN 4: PREPARATION OF AN ISO 9001 AUDIT

- 4 Main Objective: To ensure that the ISO 9001 Lead Auditor candidate can prepare appropriately a QMS audit in the context of ISO 9001

DOMAIN 5: CONDUCT OF AN ISO 9001 AUDIT

- 5 Main Objective: To ensure that the ISO 9001 Lead Auditor candidate can conduct efficiently a QMS audit in the context of ISO 9001

DOMAIN 6: CONCLUSION AND FOLLOW-UP OF AN ISO 9001 AUDIT

- 6 Main Objective: To ensure that the ISO 9001 Lead Auditor candidate can conclude a QMS audit, and conduct the follow-up activities in the context of ISO 9001

DOMAIN 7: MANAGEMENT OF AN ISO 9001 AUDIT PROGRAM

- 7 Main Objective: To ensure that the ISO 9001 Lead Auditor understands how to establish and manage a QMS audit program

- ▶ The “Certified ISO 9001 Lead Auditor” exam is available in different languages, including English, French, Spanish and Portuguese
- ▶ Duration: 3 hours
- ▶ For more information about the exam, please visit: www.rcertsea.com



CERTIFICATION

- ▶ After successfully completing the exam, participants can apply for the credentials of Certified ISO 9001 Provisional Auditor, Certified ISO 9001 Auditor or Certified ISO 9001 Lead Auditor depending on their level of experience. Those credentials are available for internal and external auditors
- ▶ A certificate will be issued to participants who successfully passed the exam and comply with all the other requirements related to the selected credential:

Credential	Exam	Professional Experience	QMS Audit Experience	QMS Project Experience	Other Requirements
ISO 9001 Provisional Auditor	ISO 9001 Lead Auditor Exam	None	None	None	Signing the PECB code of ethics
ISO 9001 Auditor	ISO 9001 Lead Auditor Exam	Two years One year of Quality Management work experience	Audit activities totaling 200 hours	None	Signing the PECB code of ethics
ISO 9001 Lead Auditor	ISO 9001 Lead Auditor Exam	Five years Two years of Quality Management work experience	Audit activities totaling 300 hours	None	Signing the PECB code of ethics

GENERAL INFORMATION

- ▶ Certification fees are included in the exam price
- ▶ Participant manual contains over 450 pages of information and practical examples
- ▶ A participation certificate of 31 CPD (Continuing Professional Development) credits will be issued to the participants
- ▶ In case of failure of the exam, participants are allowed to retake it for free under certain conditions



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