



### Background

The world-wide adoption of the ISO 9000 Series of quality standards has created the need for trained, professional auditors to evaluate suppliers' quality systems. To be effective and to bring real benefits to both customers and suppliers, the auditor needs a clear understanding of the ISO 9000 Series requirements and good audit procedure. The auditor also needs well developed skills to carry out audits successfully and deal with difficult situations confidently.

Since it covers a wide range of topics vital to the management of a modern business, the course is also very popular with delegates who simply wish to improve their knowledge of quality assurance or audit technique.

The course is equally suitable for service and manufacturing organisations.

### Course Objectives

To enable delegates to:

- Interpret ISO 9001:2008 and requirements
- Plan, perform and report 1st, 2nd and 3rd party audits in accordance with ISO 19011
- Establish internal and external audit programmes
- Verify corrective action
- Assist their company to improve and to satisfy the requirements of the appropriate ISO 9000 Series

### Who should attend?

This course is suitable for delegates with a wide range of requirements, including individuals who need to:

- Perform 1st, 2nd or 3rd party audits
- Co-ordinate and develop a company's quality system
- Assess the capability and performance of suppliers
- Brief or train others on ISO 9001 and audit
- Advise management on audit and quality improvement

### Benefits

Delegates will benefit from the course by obtaining the knowledge, skills and confidence to audit their company's quality system and their suppliers' quality systems.

Completion of the course will be recognised by the award of a certificate. For successful delegates, the training qualification is a key requirement for becoming a Registered Auditor or Lead Auditor under the internationally recognised IRCA Scheme.

Companies will benefit by having knowledgeable and trained personnel who can assist in the development of their quality system and in the improvement of their own and their suppliers' performance.

### Course certification

The course is certificated by the IRCA Governing Board to ISO 9001:2008 Series standards and satisfies the formal training requirement for individuals seeking registration under the IRCA Registration Scheme.

## Programme

The course follows an accelerated blended learning style with minimum lectures and maximum delegate involvement. It will give an understanding of quality system auditing, supported by case studies and workshops which develop essential auditor skills.

The course contents satisfy requirements of the international standard for auditor training and qualification, ISO 19011, and include the following topics:



- Quality, Quality Assurance and Quality Management
- Background and ongoing development of the ISO 9000 series
- Detailed review of ISO 9001 and ISO 19011 requirements
- Quality management and system audit in modern business
- Types and methods of audit
- Establishing an audit programme
- Planning and preparing for an audit
- Performing an audit, including techniques of investigation
- Reporting audit results
- Corrective action and audit follow-up
- Audit and management review as tools for improvement
- IRCA and Auditor/Lead Auditor registration

Each delegate will receive a comprehensive course manual.

## Location

This course can be offered:

- *In House*  
Many companies will benefit from running in-house group programmes, as staff members can look directly at the organisation's systems.
- *Through our licensees (various locations)*  
Individuals from different companies can share information and exchange benchmarking ideas in an open programme.

To discuss your training needs or request a quotation, contact Bill Fenton, Director of Training, using the details below.

**In addition to the auditor training courses, we also offer quality and cost effective specialist open learning courses to the global electricity industry – see our website for details!**



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