

# ISO 9000 LEAD AUDITOR TRAINING COURSE

Quality Management System Auditor/Lead Auditor Training based on  
ISO 9001 : 2008

*Certificated by*

**International Register of Certificated Auditors (IRCA) - UK**

**Course provider: NIGEL BAUER & ASSOCIATES, UK**

**(Course Registration No. A17027)**

*Organized by*

**FICCI QUALITY FORUM**

209<sup>th</sup> Course – **28 June to 2 July, 2010**

**at**

**FICCI, NEW DELHI**

**FICCI**

**FICCI**

## 1. COURSE OBJECTIVE

The aim of the course is to provide an understanding of the principles and practices of quality management system auditing and to impart practical training on quality auditing skills.

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

- ✓ Interpret correctly the requirements of ISO 9001:2008 and how they apply to the processes of a company.
- ✓ Conduct an effective gap analysis/internal audit/supplier's audit/third party certification audit.
- ✓ Initiate improvements in the quality management system (QMS) of a company.

## 2. WHO SHOULD ATTEND?

The course is suitable for those:

- Who require a detailed knowledge of quality auditing process.
- Whose jobs involve assessment of suppliers and potential suppliers.
- Who are responsible for managing the internal quality audit function within their organisation.
- Who are involved in preparing their organisation for assessment by customers or certification body.
- Who wish to become registered as Auditor or Lead Auditor with International Register of Certificated Auditors (IRCA, IQA - UK).

## 3. PREREQUISITE

Prior to commencement of the course, all participants are expected to have an understanding of the content & implementation of ISO 9000 series of standards.

## 4. COURSE CONTENTS

As given in Annexure.

## 5. RECOGNITION

The course is recognised by the IRCA, IQA-UK (International Register of Certificated Auditors). The course meets the training requirements for individuals seeking registration as Auditors/Lead Auditor with IRCA. **The course is registered with IRCA and bears Certification No. A 17027.**

## 6. COURSE MATERIAL

Registered participants are sent pre-course material in advance for preparation. Course kit comprising detailed course material and International Standards on QMS is given to each participant.

## 7. CERTIFICATE

**Those participants who successfully complete the continuous assessment during the course and also the written examination, which is conducted on 5th day of the course, will be issued certificate by Nigel Bauer & Associates, UK.** Such certificates of successful course completion are only valid for three years from the date of the course for the purpose of auditor certification/registration with IRCA. It may be noted that attendance on the course alone does not qualify a delegate as a certificated/registered auditor.

## 8. COURSE ORGANISATION, SCHEDULE & REGISTRATION PROCEDURE

The course is of non-residential nature. The course is of 5 days duration and starts at 0900 hrs and goes up to 1830 hrs daily for the first four days & on the fifth day the course finishes around 1630 hrs after the written examination.

Tea/Coffee and working lunch is provided by the organisers. **The fee for the course is Rs. 18,850/- per participant plus 10.30% Service Tax (Total Rs 20,792/-)** The seats in the course are limited to maximum 20 and are allocated on first-come-first served basis. For joining the course, the particulars of the participants (name, designation, email, postal address, phone number, etc) along with fee by draft/cheque payable at Delhi in favour of "FICCI QUALITY FORUM" should be sent to FICCI New Delhi address as given below.

*Note: Discount available for two or more participants from same organization, self sponsored delegates, students, retired defence personnel and senior citizens.*

### **9. ABOUT OUR LEAD FACULTY**

Our Lead Faculty of this course Mr. S.C. Arora has rich experience of over 40 years in quality control, third party certification and quality management. He is IRCA UK certificated ISO 9000 Lead QMS Auditor (Registration No. A005025) and has conducted more than 200 Lead Auditor Courses till date not only in India but in other countries viz. Bangladesh, Bahrain, Bhutan, Kyrgystan, Malawi, Maldives, Mauritius, Nepal Oman, Sri Lanka, Tajikistan, etc. He is the author of six books on quality management related subjects published by International Trade Centre, UNCTAD/WTO, Geneva and United Nations Industrial Development Organization (UNIDO), Vienna for worldwide distribution. He is the Principal Consultant of FICCI Quality Forum and has provided consultancy to multinational, large, medium and small companies in India and abroad for effective implementation of the ISO 9001 based quality management system both in manufacturing and service sector.

### **10. ABOUT FICCI QUALITY FORUM**

FICCI Quality Forum (FQF) is the premier training and consultancy organisation in the country for quality promotion in Indian industries. International Organisation for Standardisation (ISO) has registered FQF in its world wide directory of Quality Training Organisations testifying to FQF's reputation for excellence in the field. Some of the other prominent training courses conducted by FQF include ISO 14000 environmental management systems Lead Auditor training, ISO 22000 Food Safety Management System, Lead Auditor Training, ASQ Courses on Lean Six Sigma, Quality Engineering, Organisational Excellence etc.

### **11. VIEWS OF PAST PARTICIPANTS**

Some of the views from past delegates are reproduced below;

- ☞ I had wonderful experience which is full of knowledge and information which will not only help in my professional life but also personal life.
- ☞ Programme was very good especially both faculties were extremely good having full knowledge about the concept.
- ☞ Through this course, I got more benefit. Before this course my knowledge on quality management and auditing were zero. But now I can say I am having more knowledge.
- ☞ Faculty has taken pains to make all the participants assimilate the course fully well.
- ☞ One of the excellent programmes I have attended so far. Excellent tutors.

#### **Note :**

For more views see attached Annexure. **Should you wish to check about the quality of our training programme, you may do so by contacting any of the participants of our recent courses. List of participants of our last four courses is attached.**

### **12. COURSE DATES**

**28 June to 2 July, 2010**

### **13. COURSE VENUE**

**Federation of Indian Chambers of Commerce & Industry (FICCI),  
Federation House,  
Tansen Marg, Near Mandi House  
New Delhi –110001, India**

#### **For further details, please contact:**

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For any technical clarification you may contact our Lead Faculty Mr S C Arora  
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(continued)

## Annexure

### COURSE CONTENT

#### 1. Introduction

- 1.1 IRCA and Auditor Registration Scheme
- 1.2 Auditor Codes of Conduct

#### 2. An Overview of Quality Management

- 2.1 What is Quality?
- 2.2 Managing for Quality
- 2.3 What is Quality Assurance?
- 2.4 Evolution of Quality Management Systems
- 2.5 An overview of the ISO 9000 series
- 2.6 Background to ISO 9001:2008

#### 3. The Requirements of ISO 9001 Explained

- 3.1 Introduction and scope
- 3.2 The Structure of ISO 9001
- 3.3 Quality Management System
- 3.4 An overview of ISO 9001 requirements  
*Exercise on above*

#### 4. Quality Auditing

- 4.1 What is an Audit and why are Audits necessary?
- 4.2 The Audit Process
- 4.3 Auditing in relation to the "Process approach"
- 4.4 ISO 19011 and auditor competence

#### 5. The Assessment Process

- 5.1 An Overview
- 5.2 Initial Contact
- 5.3 Pre-Assessment Visits
- 5.4 Document Review
- 5.5 Initial Preparation
- 5.6 Development of the Assessment Schedule
- 5.7 Communication
- 5.8 Detailed Planning
- 5.9 The On-Site Assessment
- 5.10 Opening Meeting
- 5.11 Audit Conduct
- 5.12 Evaluating Results
- 5.13 Closing Meeting
- 5.14 Corrective Action
- 5.15 Formal Report
- 5.16 Follow-Up and Surveillance Visits  
*Exercises on above*

#### 6. Audit Tools & Techniques

- 6.1 Detailed Planning & Check List development
- 6.2 Searching for Evidence
- 6.3 Conducting Interview and Asking Questions
- 6.4 Auditor and Auditee Tactics
- 6.5 Recording the Results  
*Exercise on above*

### Comments from participants of previous ISO9000 Lead Auditor Courses

Reproduced below are some of the answers given by past participants to the question, "What did you enjoy most about the course"?

- ☞ The friendly and tension free environment created by the trainers.
- ☞ Concepts of ISO 9001 especially process approach.
- ☞ Calmness of trainers in answering all the queries.
- ☞ The learning that comes with each course is always good but the way it is given is really important. The Course material/learning were very well disseminated and the ease with which I could learn was good. I enjoyed learning.
- ☞ The friendly and tension free environment created by the trainers.
- ☞ The group activities conducted for assimilation of subject.
- ☞ The structured methodology and experience and expertise level of the faculty.
- ☞ Ample time being given to every clause of the standard.
- ☞ Training material was very clear and sequential methodology was conducive to learning.
- ☞ The Role Play-Audit, Exercises in groups & individual assignments.
- ☞ The deliberations by the Lead Faculty were the best thing. His pace & pitch during the entire course was constant which led to good learning.
- ☞ Good learning and understanding on Standard (ISO 9001) and also its practical applicability is well understood. Thanks to the tutors.
- ☞ Lively presentation, healthy interaction and professional approach.



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**Course provider: NIGEL BAUER & ASSOCIATES, UK**  
**205<sup>th</sup> course, 20-24 July, 2009**  
**FICCI, New Delhi**

**List of participants**

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<p>3. Mr. Sidharth Lamba Asst. Manager Bharti Airtel Ltd D-185C, Okhla Industrial Estate, Phase-1 New Delhi-20 Ph: 9810763050 E.Mail: <a href="mailto:sidharth.lamba@airtel.in">sidharth.lamba@airtel.in</a></p>	<p>4. Dr. Ashwini Kumar, House No. G-701 Indian Oil Apartment Plot No. C-58/23 Sector-62, Noida UP 201301 E.mail: <a href="mailto:akumar@clinixperts.com">akumar@clinixperts.com</a></p>
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206<sup>th</sup> course, 5-9 October, 2009

FICCI, New Delhi

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207<sup>th</sup> course, 11-15 January,2010

FICCI, New Delhi

**List of participants**

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208<sup>th</sup> course, 6-10 April, 2010

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