

ISO 9000 LEAD AUDITOR TRAINING COURSE

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

Certificated by

International Register of Certificated Auditors (IRCA)-UK

FICCI

Course provider: NIGEL BAUER & ASSOCIATES, UK
(Course Registration No. A17027)

FICCI

Conducted by

FICCI QUALITY FORUM

186th Course from 10 to 14 March 2008

at

FICCI, NEW DELHI

1. COURSE OBJECTIVE

The aim of the course is to provide an understanding of the principles and practices of ISO 9000-2000 quality management system auditing and to impart practical training on quality auditing skills.

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 stated in Annex

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 an 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 upto 1830 hrs daily for the first four days & on the fifth day the course finishes at 1700 hrs after the written examination. Tea/Coffee and working lunch is provided by the organisers. The fees for the course is Rs. 18,850/- per participant. 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 payable to "FICCI QUALITY FORUM" should be sent at the FICCI New Delhi address given below.

9. ABOUT OUR LEAD FACULTY

Our Lead Faculty Mr. S.C. Arora has rich experience of 39 years in quality control, third party certification and quality management. He is IRCA UK certified ISO 9000 Lead 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, 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. It is headed by Lt. Gen. H Lal, Former Director General, Bureau of Indian Standards and an internationally recognised quality expert. 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 Certified Quality Manager, Quality Engineer, Six Sigma Black Belt, Lean Management, etc. FQF has exclusive tie-ups with American Society for Quality (ASQ) and Dale Carnegie Institute for top-of-the line quality management programs in manufacturing & services and the people side of process improvement.

11. OUR SATISFIED CUSTOMERS

Our Important satisfied customers include - Bureau of Indian Standards, Engineering Staff College of India, Indian Oil Corporation, Bharat Petroleum Corpn. Ltd, National Thermal Power Corpn., Engineers India Ltd, Projects & Development India Ltd, Indian Statistical Institute, STQC, Department of Electronics, Directorate General of Quality Assurance, Ministry of Defence, Shriram Fertilizers and Chemicals, Ashok Leyland, Bank of America, Corporation Bank, Central Bank of India and host of private and public sector companies and many certification bodies in India.

Views of the participants who attended our recent courses are summarized in Annex

12. COURSE DATES

10 to 14 March 2008

13 COURSE VENUE

FICCI, Federation House, 1, Tansen Marg, New Delhi -110001

For further details, please contact:

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Annex

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 9000:2000 series
- 2.6 Background to ISO 9001:2000

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 of the previous participants of the ISO9000 Lead Auditor Courses

Answers by the 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 9001:2000 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

Other comments made by the participants

- ☞ I have 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 :

More details about the course and names with contacts of the previous participants are available in our website www.ficci.com