



ISO 9000 LEAD AUDITOR TRAINING COURSE

Advanced Training on Quality Management System Auditing

Certificated by

International Register of Certificated Auditors (IRCA)

Institute of Quality Assurance (IQA) - UK

Course provider: NIGEL BAUER & ASSOCIATES, UK

(Course Registration No. A17027)

Organized by: FICCI QUALITY FORUM

Federation of Indian Chambers of Commerce and Industry

Federation House, 1 Tansen Marg, New Delhi-110001

184th Course from 29 October to 2 November 2007

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

Introduction

IRCA and Auditor Registration Scheme
Auditor Codes of Conduct

An Overview of Quality Management

What is Quality?
Managing for Quality
What is Quality Assurance?
Evolution of Quality Management Systems
An overview of the ISO 9000:2000 series
Background to ISO 9001:2000

5. RECOGNITION

The course is recognised by the IRCA, IQA-UK (International Register of Certificated Auditors). The

The Requirements of ISO 9001 Explained

Introduction and scope
The Structure of ISO 9001
Quality Management System
An overview of ISO 9001 requirements
Exercise on above

Quality Auditing

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

The Assessment Process

An Overview
Initial Contact
Pre-Assessment Visits
Document Review
Initial Preparation
Development of the Assessment Schedule
Communication
Detailed Planning
The On-Site Assessment
Opening Meeting
Audit Conduct
Evaluating Results
Closing Meeting
Corrective Action
Formal Report
Follow-Up and Surveillance Visits
Exercises on above

Audit Tools & Techniques

Detailed Planning & Check List development
Searching for Evidence
Conducting Interview and Asking Questions
Auditor and Auditee Tactics
Recording the Results
Exercises on above

(continued)

Indian Statistical Institute, STQC,
Department of Electronics, Directorate
General of Quality Assurance, Ministry of

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. 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.

7. 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 standing 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.

8. OUR SATISFIED CUSTOMERS

Our Important satisfied customers include - Bureau of Indian Standards, Engineering Staff college of Institution of Engineers, Indian Oil Corporation, Bharat Petroleum Corpn. Ltd, National Thermal Power Corpn., Engineers India Ltd, Projects & Development India Ltd,

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.

9. COURSE ORGANISATION, SCHEDULE & APPLICATION PROCEDURE

The course is of non-residential nature. The course is of 5 days duration and starts at 0900 hrs and goes upto 1800 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 along with fee payable to "FICCI QUALITY FORUM" should be sent at the address given below.

9. COURSE MATERIAL

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

10. 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

For further details, please contact:

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