



ISO 9000 – 2000 Series Auditor Training Course (5 Days) IPCA 17059



Overview

- This course meets the International Register of Certificated Auditors Criteria, IRCA/2245
- This course is designed to provide trainees with the opportunity to practice each stage of audit from initial contact, through to system review, planning, preparation, audit conduct, reporting and follow-up, using ISO 9001 as the base standard for training

Summary of Course Features

The course is certified by the International Register of Certificated Auditors (IRCA Course Number 17059). Specific features of the course and supporting administration include:

- the training focuses on the key elements of ISO 9001:2000 including process management, measurement and improvement.
- highly practical and interactive training
- we use 'live' audit sessions, not written case studies
- the course is non-technical and is suitable for people from all backgrounds
- course results are guaranteed within one week
- 85% first time pass rate
- flexible programme, to suit your needs
- post-training development options
- comprehensive notes package for each participant
- experienced and practicing IRCA registered Lead Auditors
- we train auditors to contribute effectively to systems improvement.

Course Tutors

Our courses are delivered by MFO's experienced trainers, all of whom are also qualified, experienced and practicing IRCA Registered Lead Auditors.

Learning Objectives

By the end of the course, trainees will be able to:

- Describe the purpose of a quality management system and explain the eight principles of quality management.
- Explain the purpose, content and interrelationship of ISO 9000, ISO 9001, ISO 9004 and ISO 19011.
- Interpret requirements of ISO 9001 in the context of an audit.
- Describe the roles and responsibilities of auditors and lead auditors.
- Plan and conduct an audit in accordance with ISO 19011 demonstrating the ability to:
 - plan and prepare effectively
 - gather objective evidence, through effective interviewing, observation, sampling and note taking
 - analyse and interpret information in order to determine conformance with requirements
- Report the audit, including writing valid, factual and value-adding nonconformity reports
- Undertake audit follow-up activities, including evaluating the effectiveness of corrective action.

Course Content

This training course has a strong bias towards practical learning. After an initial introduction to Quality principles and the ISO 9000:2000 series course focuses on a 'live' audit of a simulated company. Feedback on performance is given and encouraged at each stage to facilitate learning. In summary, the topics covered on the course include:

- **IRCA & IPCA Auditor and certification scheme** - registration process, code of conduct
- **Introduction to Quality Assurance ISO 9000:2000 series** - underlying principles
- **ISO 9000 and its requirements** - aims, structure, content, use
- **Audit Preparation** - audit planning, document review and preparation techniques
- **Audit Techniques** - audit trails, audit interviewing and evidence gathering
- **Audit Reporting** - nonconformities, observations, categorisations, corrective action programmes, closing meeting and written report
- **Audit Follow-up Surveillance and & Close out** - verification of corrective actions

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