Managing for Quality Ltd
CQ and IRCA Approved Training Partner

CQI | IRCA APPROVED TRAINING PARTNER 01180277

ISO 9000 Series Auditor/Lead Auditor
(5 days)
IRCA Course No. 2992

CQI | IRCA CERTIFIED COURSE 2992

Course Overview

The course is certified by the CQI and International Register of Certificated Auditors (CQI and IRCA Course Number 2992). The course adopts an active learning approach designed to provide trainees with the opportunity to practice each stage of audit, using ISO 9001 as the base standard for training.

Successful completion will satisfy the training requirements for CQI and IRCA certification to all grades of Quality Management Systems Auditor.

Summary of Course Features

- the training focuses on the key elements of ISO 9001:2026 including process management, measurement and improvement
- highly practical and interactive training with 'live' audit sessions
- the course is non-technical and is suitable for people from all backgrounds
- electronic pass or attendance certificate for each participant
- flexible programme, to suit your needs
- post-training development options
- comprehensive notes package for each participant
- learners will have 30 days from the last day of the course to complete the on-line examination

Learning Objectives

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

- Describe the purpose of a QMS and explain the 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

In summary, the topics covered on the course include:

- CQI and IRCA Auditor and certification scheme - registration process, code of conduct
- Audit Preparation - audit planning, document review and preparation techniques
- Audit Techniques - audit trails, audit interviewing and evidence gathering
- Audit Reporting against the requirements of ISO 9001 - nonconformities, observations, corrective action programmes, closing meeting and written report
- Audit Follow-up Surveillance and & Close out - verification of corrective actions

Prior Knowledge

a) Management systems

- The Plan, Do, Check, Act (PDCA) cycle.
- The core elements of a management system and the interrelationship between top management responsibility, policy, objectives, planning, implementation, measurement, review and continual improvement.

b) Quality management

- The fundamental concepts and the seven quality management principles (see ISO 9000):
- Customer focus, Leadership, Engagement of people, Process approach, Improvement, Evidence-based decision making, Relationship management. The relationship between quality management and customer satisfaction.

c) ISO 9001

Knowledge of the requirements of ISO 9001 and the commonly used quality management terms and definitions, as given in ISO 9000, which may be gained by completing an CQI and IRCA Certified QMS Foundation Training course or equivalent.

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