



All. tecnico

ISO 9001 LEAD AUDITOR COURSE PROGRAM

- **DAY ONE**

- ✓ Course presentation and attendee registration
- ✓ Presentation of candidates and initial self-assessment
- ✓ The corporate Management System: System Logic
- ✓ ISO 19011:2018 vocabulary, fundamentals, and management of programmes, requirements of the standard
- ✓ ISO 19011:2018 - auditing activity (part one)
- ✓ Drill: Preparing a Checklist
- ✓ Assessment of results of drill and discussion about the day: questions and remarks

- **DAY TWO**

- ✓ ISO 19011- auditing activity (part two) -
- ✓ Other types of audit: part three audit, joint audits and combined audits
- ✓ Conducting an audit: kickoff meeting, objective evidence, observations and nonconformities, closing meeting, final report.
- ✓ Subsequent actions: repeating an audit, supervision, checking corrective actions
- ✓ Drill: distinguishing facts/deductions
- ✓ Overview of certification and accreditation
- ✓ Drill: Collection of evidence for drawing up nonconformity report
- ✓ 17021 standard and remarks on the standards in the ISO 17000 series
- ✓ ISO19011 – Auditor qualification criteria and elements of communication
- ✓ Professional registers for auditors and the Code of behaviour of a qualified auditor
- ✓ Written test



- **DAY THREE**

- ✓ Risk Management systems: ISO 31000, main terms and definitions high-level structure of ISO standards. Standards in the ISO 9000 (ISO 9000; ISO 9001; ISO 9004) series.
- ✓ Gap Analysis between applied QMSs and the new ISO 9001: 2015. Context Analysis in the setting of QMSs, including identification of stakeholders, as well as their needs and expectations.
- ✓ Requirements of the quality management system: ISO 9001 Standard, concepts and fundamentals of risk management (threats and opportunities) along the supply chain, organizational analysis techniques, assessments of effectiveness of the processes.
- ✓ Change management, the effective assessment of QMS processes, Management of exclusions of requirements, the Role of Resources and of Management; related ISO 1001-2-3-4 standards, Supply Chain and connected risks, ISO 10018 on personnel involvement and competence.
- ✓ Advanced analysis of Customer Satisfaction: related regulations. The role of the Information System and of documented information.
- ✓ Drill – synthesis of results and discussion

- **DAY FOUR**

- ✓ Recap of main themes of third day
- ✓ Working group: verification of conformity of a Quality Management System (QM)
- ✓ Working group: verification of conformity of a Quality Management System (part two: procedures) Techniques for Assessment and measurement of processes
- ✓ Case study on measurement of processes
- ✓ Case study: identification of nonconformities – observations - comments

- **DAY FIVE**

- ✓ Recap of salient issues
- ✓ Case study: role play – Discussion of results
- ✓ Interpersonal relationships and communication
- ✓ Final written test
- ✓ Final oral test