

ISO 9000:2000 Lead Auditor

This intensive, challenging and highly interactive IRCA registered training program is for those people who require an in-depth understanding of the ISO 9000:2000 series standard, and the range of auditing techniques and protocols associated with the lead auditor role.

INTRODUCTION

Every quality professional knows that the ISO 9000:2000 series standard has introduced some significant additional requirements, but how many can honestly say they fully understand all the implications of these changes? How do the changes affect the design and management of the quality management system, and how has the process of auditing against the revised standard changed? This course is designed to answer all of these questions and more.

WHO SHOULD ATTEND?

This course satisfies the training requirements for those who wish to register as a lead auditor with the IRCA. It is also essential for any serious quality practitioner, particularly those with a responsibility to design, implement and manage a quality management system that meets the requirements of ISO 9001:2000. Other people who have found this course useful in the past have been internal quality auditors who have been looking to enhance their quality auditing knowledge and skills, and those looking to achieve formal recognition for the skills and knowledge that they possess.

COURSE OBJECTIVES

To enable those attending to lead an audit team whose objective it is to audit the quality management system of an organisation against the requirements of ISO 9001:2000. The course will also equip delegates with a sound knowledge of the requirements of ISO 9001:2000 and the quality management principles that underpin it.

COURSE CONTENT

- The origins of Quality Management
- The 8 Quality Management principles
- The ISO 9000:2000 series standard
- Roles and responsibilities of auditors and lead auditors
- Processes and techniques for planning, conducting & reporting audits
- Audit follow-up activities and auditing for continual improvement

WHAT ARE THE BENEFITS?

The course is designed not only to help people perform capable and value-adding quality audits, but also to develop delegates' wider understanding of quality management systems design and implementation. In particular it will help delegates get to grips with those issues of ever-increasing importance, such as customer satisfaction, continual improvement and the management of processes. It will help delegates understand how these critical issues can be embedded into the quality management system of an organisation. Successful completion of the course and the achievement of the 70% pass mark will satisfy the formal training requirements for those wishing to register as an auditor, lead auditor or principal auditor with the IRCA under the QMS 2000 scheme.

IN – HOUSE COURSES

Offering better value for money, they can be designed to closely match your specific requirements.

STYLE OF DELIVERY AND COURSE LEADERS

Our course leaders are quality management professionals, as well as being qualified, registered and experienced auditors and EFQM assessors. They have extensive knowledge across a wide range of sectors including manufacturing, finance, pharmaceuticals, local and national government. They have all cut their teeth as successful change agents within high profile organisations, and fully understand the range of technical, legislative and people challenges that face those with a responsibility for delivering real quality improvements.

CERTIFICATION

All delegates will be awarded a certificate verifying attendance and completion of the course. Those delegates who pass the course will be awarded a certificate recognised by the IRCA.

BOOKING AND COURSE FEES

The fee includes full lunch and refreshments each day. Please complete the booking form and return together with the relevant fee.

Fee: £925 plus VAT