

Certified ISO 9001 Lead Auditor

MASTER THE AUDIT OF
A QUALITY MANAGEMENT SYSTEM
(QMS)



SUMMARY

This five-day intensive course enables participants to develop the necessary expertise to audit a Quality Management System (QMS) based on ISO 9001:2015 and ensure that the organization is competent in maintaining its quality management system. The Lead Auditor training will equip participants with the skills and ability to perform audits by applying widely recognized audit principles, procedures and techniques. During this training, the participant will acquire the necessary knowledge and skills to proficiently plan and perform internal and external audits in compliance with ISO 19011; the certification process according to ISO 17021.

Based on practical exercises, the participant will develop the skills (mastering audit techniques) and competencies (managing audit teams and audit program, communicating with customers, conflict resolution, etc.) necessary to efficiently conduct an audit.

Who Should Attend?

- Internal auditors
- Auditors wanting to perform and lead Quality Management System (QMS) certification audits
- Project managers or consultants wanting to master the Quality Management System audit process
- Persons responsible for the Quality conformity in an organization
- Members of a Quality team
- Expert advisors in Quality Management Systems
- Technical experts wanting to prepare for a Quality audit function

Learning Objectives

- To acquire the expertise to perform an ISO 9001 internal audit following ISO 19011 guidelines
- To acquire the expertise to perform an ISO 9001 certification audit following ISO 19011 guidelines and ISO 17021 specifications
- To acquire the necessary expertise to manage a QMS audit team
- To understand the operation of an ISO 9001 conformant Quality Management System
- To understand the relationship between a Quality Management System and compliance with the requirements of different stakeholders of the organization
- To improve the ability to analyze the internal and external environment of an organization, and audit decision-making in the context of a QMS

Course Agenda

Day 1: Introduction to Quality Management and ISO 9001

Course objectives and structure
Standard and regulatory framework
Certification process
Fundamental principles of quality management
Quality Management System (QMS)

Day 2: Audit principles, preparation and launching of an audit

Fundamental audit concepts and principles
Audit approach based on evidence and risk
Initiating the audit
Stage 1 audit
Preparing the stage 2 audit (on-site audit)
Stage 2 audit (Part 1)

Day 3: On-site audit activities

Stage 2 audit (Part 2)
Communication during the audit
Audit procedures
Creating audit test plans
Drafting audit findings and non-conformity reports

Day 4: Closing the audit

Documentation of the audit and quality review
Closing the audit
Evaluating action plans by the auditor
Beyond the initial audit
Managing an internal audit programme
Competence and evaluation of auditors
Closing the training

Day 5: Certification Exam

Prerequisites

ISO 9001 Foundation Certification or basic knowledge of ISO 9001 is recommended

Educational approach

This training is based on both theory and practice:

- Sessions of lectures illustrated with examples based on real cases
- Practical exercises based on a full case study including role playings and oral presentations
- Review exercises to assist the exam preparation
- Practice test similar to the certification exam

Examination and Certification

- The “PECB Certified ISO 9001 Lead Auditor” exam fully meets the requirements of the PECB Examination and Certification Programme (ECP). The exam covers the following competence domains:
 - Domain 1: Fundamental principles and concepts of Quality
 - Domain 2: Quality Management System (QMS)
 - Domain 3: Fundamental Audit Concepts and Principles
 - Domain 4: Preparation of an ISO 9001 audit
 - Domain 5: Conducting an ISO 9001 audit
 - Domain 6: Closing an ISO 9001 audit
 - Domain 7: Managing an ISO 9001 audit program
- The “PECB Certified ISO 9001 Lead Auditor” exam is available in different languages (the complete list of languages can be found in the examination application form)
- Duration: 3 hours
- For more information about exam, refer to PECB section on ISO 9001 Lead Auditor Exam
- After successfully completing the exam, participants can apply for the credentials of PECB Certified ISO 9001 Provisional Auditor, PECB Certified ISO 9001 Auditor or PECB Certified ISO 9001 Lead Auditor depending on their level of experience. Those credentials are available for internal and external auditors

General Information

- Certification fees are included in the exam price
- A student manual containing over 450 pages of information and practical examples will be distributed to participants
- A participation certificate of 31 CPD (Continuing Professional Development) credits will be issued to participants
- In case of failure of the exam, participants are allowed to retake the exam for free under certain conditions