IRCA Certified Automotive Lead QMS Auditor Course
(ISO 9001 based with specific reference to ISO/TS 16949:2009)

Agenda

Day One

Time	*Subject*		*Objectives*
08.30	Registration		
08.45	Module 1	Welcome and Introductions	The course structure is outlined.
	Module 2	Tutorial: Quality and Its Assurance	In order to put the quality management standards to good use, it is essential that delegates understand what 'Quality Assurance' is. Delegates also need to understand the concepts of 'process' and 'continual improvement'.
	Module 3	Icebreaker	An exercise to encourage debate about management systems issues.
	Module 4	Tutorial: Audit Overview	A discussion of the framework of auditing, including 1st, 2nd and 3rd-party auditing to ensure a common understanding of what an audit is, terminology and standards.
	Module 5	Tutorial: Quality Management Standards	A look at some of the main requirements of the quality standards, customer and core requirements.
12.45	Lunch		
13.30	Module 5	Tutorial: Quality Management Standards (cont'd)	Overview of ISO 9001/TS 16949.
	Module 6	Workshop: Audit situations	An exercise designed to give practice in using the standard.
	Module 5	Tutorial: Quality Management Standards (cont'd)	Overview of ISO 9001/TS 16949 and quality tools (i.e. '6 - pack')
	Module 6	Workshop: Audit situations	Feedback session.
	Module 7	Tutorial: Documented systems	Overview of quality system documentation.

Note: 5 minute breaks every 1-1½ hours.
Evening Work to be undertaken.

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	Module 8	Workshop: Quality System documentation review	Practice in reviewing sections of a quality manual
19.00	*Close for the day*		

Day Two

Time	***Subject***		***Objectives***
08.00	Module 8	Workshop: Quality System documentation review: Feedback	Practice in reviewing sections of a quality manual.
	Module 9	Tutorial: Audit planning	A discussion of the points requiring consideration in planning for the audit.
	Module 10	Workshop: Audit planning	Practical session designed to provide practice in developing an audit plan.
	Module 11	Tutorial: Checklists	Discussion on how to use checklists effectively to assist in achieving objectives.
	Module 12	Workshop: Preparing Checklists	Practice in developing checklists
12.45	Lunch		
13.30	Module 12	Workshop Report Back – checklists	Practice in developing checklists and feedback
	Module 13	Tutorial: Opening Meetings	Discussion on the items that should be covered during the opening meeting
	Module 14	Workshop: Opening Meetings	Role play exercise in performance of opening meetings
	Module 15	Tutorial: Auditing techniques	Discussion on interviewing and questioning techniques
	Module 16	Audit Case Study 1 - Part 1	Practical exercise simulating actual audit situations
	Module 17	Workshop: Nonconformity writing	First of two workshops designed to give practice in preparation of nonconformity statements

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	Module 18	Audit Case Study 1- Part 2 (preparation)	Continuation of case study
	Module 19	Introduction to Exam – Part 1	Discussion on the structure and typical questions relating to the exam.
18.45	*Close for the day* **Evening Work:** Complete Exam Part 1		Working through exam questions helps in the understanding of the format and detail required in the answers

Day Three

Time	***Subject***		***Objectives***
08.00	Module 18	Audit Case Study 1 – Part 2	Preparation and feedback on case study
	Module 20	Tutorial: Auditing techniques (continued)	Note taking, selection of samples and auditee reactions
12.30	Lunch		
13.15	Module 21	Workshop: Auditing techniques	Practical exercise to discuss audit situations
	Module 22	Tutorial: Nonconformity writing	Discussion on how to prepare clear and concise nonconformity statements
	Module 23	Workshop: Nonconformity writing	Practical exercise to prepare nonconformity statements
	Module 24	Audit Case Study 2 - Part 1	Preparation for role play of case study
	Module 24	Audit Case Study 2 – Part 1 feedback	Role play of first section of case study 2
	Module 25	Audit Case Study 2 - Part 2 (preparation)	Preparation of remainder of case study
	Module 26	Introduction to Exam – Part 2	Review of previous evening's work and introduction of second part of the exam
18.45	Close for the day **Evening Work:** Complete Exam Part 2		Working through exam questions helps in the understanding of the format and detail required in the answers

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Day Four

Time	***Subject***		***Objectives***
08.00	Module 25	Audit Case Study 2 - Part 2 (feedback)	Role play of remainder of audit case study
	Module 27	Tutorial: Closing Meetings	Discussion of aspects to be considered in preparation and delivery of closing meeting
12.30	Lunch		
13.15	Module 28	Tutorial: Reporting	Discussion of topics that may be included in an audit report and records to be kept
	Module 29	Workshop: Closing Meeting (preparation)	Practical exercise to role play closing meetings
	Module 29	Workshop: Holding Closing Meetings	Role play of meetings
	Module 30	Workshop: Audit summary report (team discussion)	Workshop to provide practice in preparation of summary reports
	Module 31	Review of specimen examination papers and introduction to examination	Review of previous evening's work and pointers for the exam
18.45	*Close for the day* **Evening work**: Module 32 Workshop: Complete summary report for hand-in on following morning		Evening work - approximately 1 ½ hours

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Day Five

Time	***Subject***		***Objectives***
08.00	Module 31	Tutorial: Follow up and corrective action	Discussion of aspects to be covered during the corrective action and close out phase of the audit.
	Module 32	Review of specimen examination papers and introduction to examination	Review of previous evening's work and pointers for the exam
	Module 33	Tutorial: First, second and third-party auditing – a perspective	An overview of special considerations particularly relating to internal audits
	Module 34	Workshop: Corrective action	Practical exercise in reviewing corrective action proposals
	Module 35	Tutorial IRCA: International Registration Scheme for Auditors of Quality Systems	Overview of the requirements for registration as an IRCA auditor and how this relates to IATCA
12.15	Lunch		
13.00	Q&A Session Examination introduction		
	Examination		
15.30	Course review and close		

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