

IRCA Certified Lead Auditor Course for ISO 9001:2008



AGENDA

Day One

Time	Subject		Objectives
0830	Registration		
0845	Module 1:	Welcome and Introductions	The course is designed to follow the stages in a live audit, including simulated audit interviews and role play closing meetings.
	Module 2:	Quality and Its Assurance	A common understanding of quality is developed and the concept of internal customers and a process approach is introduced.
	Module 3:	Icebreaker Exercise	
	Module 4:	Audit Overview	The audit process is put into the context of a business management system and the four key elements of an audit introduced: <ul style="list-style-type: none"> - Planning - Executing - Reporting - Close out of corrective action.
	Module 5:	Quality Management Standards	Through discussion, examples and workshops, we develop an understanding and practical interpretation of ISO 9001:2008 and reinforce this with a review of the precourse assignment.
1230	Lunch		
1315	Module 5:	Quality Management Standards (including review of pre-course work)	Included in this topic is a discussion on the 8 Quality Management Principles incorporating the 'process approach' and the Standard's concept of Plan, Do, Check, Act.
	Module 6:	Audit Situations (preparation and feedback)	
	Module 7:	Documented Systems	
	Module 8:	Quality System Review (preparation and feedback)	The Standard allows significant flexibility in how a management system is described and options are examined through an auditor's perspective to identify what is to be expected and acceptable to an auditor.
1745	<i>Close for the day</i>		

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

Day Two

Time	Subject		Objectives
0830	Module 9:	Audit Planning	Strategic audit planning is discussed to allow auditors to identify their overall approach to the audit, how they will ensure that all areas of the organization and the Standard have been adequately addressed, and the time that will be required to fully evaluate a management system.
	Module 10:	Audit Planning (preparation and feedback)	
	Module 11:	Checklists	Each auditor on the team must understand how they will undertake their part of the audit, and the checklist is a tactical tool allowing the auditor to plan the gathering of information for those areas to which they have been assigned. As this topic is such a key aspect of an audit, both the theory and practice are examined in open discussion and workshop exercises.
	Module 12:	Preparing Checklists (preparation and feedback)	
	Module 13:	Opening Meeting	The opening meeting sets the scene and tone of the audit. The conduct of this meeting is discussed in order to allow the lead auditor to demonstrate a planned and efficient approach.
1230	Lunch		
1315	Module 14:	Opening Meetings (preparation and feedback)	
	Module 15:	Auditing Techniques	The audit process involves the gathering of information in order for decisions to be taken on the effectiveness of the management system. Through tutorials and case studies the auditor is trained in questioning techniques, the examination of data and reasoning skills in order to achieve a realistic conclusion as to how effective the management system is in practice.
	Module 16:	Case Study 1- Part 1 (preparation and feedback)	
	Module 17:	Nonconformity Writing – Part 1 (preparation and feedback)	
	Module 18:	Case Study 1 – Part 2 (preparation)	

IRCA Certified Lead Auditor Course for ISO 9001:2008



	Module 19:	Introduction to exam questions (evening work)	Working through exam questions helps in the understanding of the format and detail required in the answers
1815	<i>Close for the day</i>		Evening work – Approximately 1 hour

Day Three

Time	Subject		Objectives
0830	Module 18:	Case Study 1 – Part 2 (preparation cont'd and feedback)	Tutor led discussions on the findings from case study 1 and workshop 7 help to reinforce the practical interpretation of the Standard and highlight the necessary practical skills for successful interview techniques.
	Module 20:	Auditing Techniques (cont'd)	
	Module 21:	Auditing Techniques (preparation and feedback)	
1230	Lunch		
1315	Module 22:	Nonconformity Writing	Auditors are measured on their output of which nonconformity descriptions are a major part. Delegates are introduced to a methodology to help produce meaningful statements that will support the aim of continual improvement.
	Module 23:	Nonconformity Writing – Part 2 (preparation and feedback)	

IRCA Certified Lead Auditor Course for ISO 9001:2008



	Module 24: Case Study 2 - Part 1 (preparation and feedback)	Case Study 2 - Part 2 (preparation)	This case study pulls together the aspects of developing checklists and interviewing techniques; thus, providing an opportunity for delegates to plan for and interview members of the organization's management during role play. By collecting evidence, delegates can base their conclusions on objective data as to whether or not any problems exist with the organization's management system.
	Module 25:		
	Module 26:	Introduction to exam questions (evening work)	Working through exam questions helps in the understanding of the format and detail required in the answers
1815	<i>Close for the day</i>		Evening work – Approximately 1 hour

Day Four

Time	Subject		Objectives
0830	Module 25:	Case Study 2 (feedback)	
	Module 27: Module 28:	Closing Meetings Reporting	The culmination of an audit is the presentation of the audit findings to the managers of the audited areas. This is mirrored in the course with a role play activity, allowing delegates the experience of preparing for and delivering a closing meeting in a supportive training environment.
	Module 29:	Introduction to Workshop 9: Closing Meeting (preparation)	This role play exercise provides delegates with an opportunity to experience delivering their conclusions to managers with differing management styles.
1230	Lunch		
1315	Module 29:	Closing Meeting (preparation, conducting, feedback)	
	Module 30:	Follow-Up and Corrective Action	For the entire audit process to be deemed a productive use of time and value to the business, effective corrective action is essential. Delegates are introduced to a structured corrective action process and helped to judge true effectiveness.

IRCA Certified Lead Auditor Course for ISO 9001:2008



	Module 31:	Review Specimen Exam and introduction to exam	
	Module 32:	Summary Report (team discussion)	
1800	<i>Close for the day</i>		Evening work – Approximately 1½ hours

Day Five

<i>Time</i>	<i>Subject</i>		<i>Objectives</i>
0830	Module 33:	First, Second and Third Party Audits: A Perspective	Audits will support continuous improvement, but need to be employed in an environment that will respond to the information gained by the auditors. Some of these key features are discussed to help auditors implement successful audit programmes within their organization.
	Module 34:	Corrective Action (preparation & feedback)	Audits provide an opportunity for organizations to identify weaknesses within their systems and effectively correct them. It is important for auditors to understand how to judge effectiveness of corrective action and examples of good and poor actions are discussed.
	Module 35:	Certification Programme for Auditors of Quality Systems	Requirements for becoming a certified auditor are discussed
	Question and Answer session and Examination Introduction		
1015	Examination		
1230	Course review and close		