

## QMS Auditor/Lead Auditor Course based on ISO/IEC 17025:2005 (5 day) – Agenda

Day 1	Topic	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 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"> <li>- Planning</li> <li>- Executing</li> <li>- Reporting</li> <li>- Close out of corrective action.</li> </ul>
	Module 4-1 Quality Management Standards	A recap on the content of ISO 9000 and 'management requirements' of ISO/IEC 17025, including a discussion on the pre-course work assignment, to confirm that delegates are familiar with the key requirements of the standards.
	Module 5 Workshop on ISO/IEC 17025	Questionnaire on ISO/IEC 17025 requirements designed to confirm the delegates' understanding of the standard and its application
1230	<i>Lunch</i>	
1315	Module 4-2 Quality Management Standards (cont'd)	A recap on the technical requirements of ISO/IEC 17025
	Module 6 Audit Situations (preparation and feedback)	An exercise to evaluate audit situations and relate them to the requirements of ISO/IEC 17025.
	Module 7 Documented Systems	The Standard allows flexibility in how a management system is described. Options are examined through an auditor's perspective to identify what is to be expected and acceptable to an auditor.
	Module 8 Quality System Review (preparation)	
1745	<i>Close for the day</i>	

**Note:** 5 minute breaks every 1-1½ hours. Evening work to be undertaken to review the quality manual.

## QMS Auditor/Lead Auditor Course based on ISO/IEC 17025:2005 – Agenda (cont'd)

<b>DAY 2</b>		<b>Topic</b>	<b>Objectives</b>
0800	Module 8	Quality System Review (feedback)	Feedback on workshop from previous day
	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 organisation 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	
	Module 12	Preparing Checklists (preparation and feedback)	Each auditor on the team must understand how they will undertake their part of the audit. 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.
1230		<i>Lunch</i>	
1315	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.
	Module 14	Opening Meetings (preparation and feedback)	Workshop to reinforce specific teaching points relating to the conduct of opening meetings.
	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)	
1815	Module 19	Introduction to Examination – Part 1	
		<i>Close for the day</i>	

**Note:** Evening work – Exam paper Part 1 (approx. 45 mins)

## QMS Auditor/Lead Auditor Course based on ISO/IEC 17025:2005 – Agenda (cont'd)

<b>DAY 3</b>		<b>Topic</b>	<b>Objectives</b>
0800	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		<i>Lunch</i>	
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)	
	Module 24	Case Study 2 - Part 1 (preparation and feedback)	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 organisation'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 organisation's management system.
	Module 25	Case Study 2 - Part 2 (preparation)	
	Module 26	Introduction to exam – Part 2	
1815		<i>Close for the day</i>	

**Note:** Evening work – Exam paper Part 1 (approx. 60 mins)

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<b>DAY 4</b>		<b>Topic</b>	<b>Objectives</b>
0800	Module 25	Case Study 2	Feedback
	Module 27	Closing Meetings	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 28	Reporting	
	Module 29	Introduction to Workshop 9 Closing Meeting (preparation)	
1230		Lunch	This role play exercise provides delegates with an opportunity to experience delivering their conclusions to managers with differing management styles.
1315	Module 29	Closing Meeting (preparation, conducting, feedback)	
	Module 30	Follow-Up and Corrective Action	Without effective corrective action, the entire audit process has been a waste of time. Delegates are introduced to a structured corrective action process and helped to judge true effectiveness.
	Module 31	Review Specimen Exam and introduction to exam	
	Module 32	Summary Report (team discussion)	
1730		<i>Close for the day</i>	

**Note:** Evening work – To complete summary report to hand in on Day 5 (approx 1 hour)

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<b>DAY 5</b>		<b>Topic</b>	<b>Objectives</b>
0800	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 organisation.
	Module 34	Corrective Action (preparation & feedback)	Audits provide an opportunity for organisations 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	
1100		<b>Examination</b>	
1315		<i>Course review and close</i>	