

# PERRY JOHNSON, INC.

The World Leader in ISO 9000

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## QUALITY MANAGEMENT SYSTEMS (BASED ON ISO 9001:2015) AUDITOR/LEAD AUDITOR TRAINING COURSE – VIRTUAL EDITION

**Course Length: 5 Days (100% Virtual)**

This course is certified by the International Register of Certificated Auditors (IRCA Course No. A17983)

**Class size is limited to 8 people per course delivery.**

**Course Objectives:** This rigorous five-day course teaches the trainee all of the essential skills and knowledge becoming of a lead auditor. The course is built around a variety of instruction methods, including case studies and a mock audit that will be conducted on the fourth day. The seminar concludes with a final examination. Successful completion of this course is one of several requirements to become a Lead Auditor. Other requirements include academic and practical experience detailed in specific accreditation body documents. The course runs approximately 8.5 hours per day for four days, plus 6 hours on the fifth day. **The final course exam is administered by the IRCA itself via their online portal and must be taken within 30 days of course closure.** Details on this process will be provided on the first day of your course.

**Prior Knowledge:** Per the requirements of the IRCA, Delegates are expected to have the following prior knowledge:

- a) Knowledge of the following management system principles and concepts:
  - i. The Plan, Do, Check, Act (PDCA) cycle.
  - ii. The core elements of a management system and the interrelationship between top management responsibility, policy, objectives, planning, implementation, measurement, review and continuous improvement.
- b) Knowledge of the following quality management principles and concepts:
  - i. The fundamental concepts and the seven quality management principles (per ISO 9000.)
  - ii. The relationship between quality management and customer satisfaction.
- c) Knowledge of the requirements of ISO 9001 and the commonly used quality management terms and definitions, as given in ISO 9000, which may be gained by completing the ISO 9001:2015 Overview Course offered by PJI. Please note that this course does NOT include coverage of ISO 9001:2015 as it is expected that delegates will already have the required working knowledge.

### Special Expectations Pertaining To

**Virtual Delivery:** As this is a virtual course there are several technological requirements that must be met on the Delegate's end in order to ensure success in this course. These include reliable Wi-Fi for the duration of the course (minimum speed 2.0 mbps), and a working webcam. It is highly recommended (but not mandatory) that you work from a desktop computer with a large screen area as opposed to a laptop with a smaller screen (recommended minimum screen size is 20"). You will also need a free Google (Gmail) Account in order to participate in the course. Further details of technological requirements are provided in the *Virtual Audit Course Acknowledgement* that you will be provided upon registration for the course.

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## Course Outline

### Day 1- Critical Knowledge Part 1

- A. International Organization for Standardization
- B. What goes into Establishing and Maintaining a Quality Management System?
- C. Plan-Do-Check-Act
  
- D. Architecture of ISO 9001/Explaining and Defining Key Terms Documented Information (Maintaining and Retaining)
- E. 1st, 2nd, and 3rd Party Audits
- F. Why do Companies Pursue ISO 9001 (or Equivalent) Certification?
- G. Objectives of Auditing
- H. Audit Scope/Audit Criteria
- I. Ensuring Auditor Competency/Auditor Selection Criteria
- J. The Importance of Different Auditing Methods and Techniques

### Day 2- Critical Knowledge Part 2

- A. Auditors and Lead Auditors
- B. Confidentiality
- C. Communication throughout the Audit Process
- D. The Overall Auditing Process
- E. Preparing Audit Activities
- F. Preparing for the Stage 2 Audit/Preparing the Audit Plan
- G. Preparing the Working Documents
- H. Conducting On-Site Audit Activities
- I. Guides and Observers
- J. Collecting and verifying information (gathering audit evidence)
- K. Generating Audit Findings/Preparing Audit Conclusions
- L. Preparing and Distributing the Audit Report
- M. Completing the Audit

### Day 3- Skills Practice Day

- A. Audit Planning/Issuing an Audit Plan/Auditing Processes - Following the Flow
- B. Purposes and Application of Documented Information Review
- C. Preparing Audit Questions/Audit Working Documents/Purposes of an Audit Working Document
- D. Collecting Audit Evidence
- E. Nonconformities
- F. Recording Nonconformities

### Day 4 – Mock Audit

- A. Stage 1 Audit ó Preparation of Stage 2 Audit Plan
- B. Stage 2 Audit Preparation ó Development of Audit Questions, Opening Meeting Preparation
- C. Opening Meeting
- D. Stage 2 Audit
- E. Audit Report Preparation, Nonconformity Report Preparation, and Closing Meeting Preparation
- F. Closing Meeting

### Day 5 – Final Topics

- A. Discussion of Mock Audit Findings and Conclusions
- B. Root Cause, Correction, and Corrective Action
- C. Auditor Certification Requirements
- D. Practice Exam Review ó Final Confirmation of Delegate Registration for IRCA Online Exam