



QMS Auditor/Lead Auditor Course based on ISO/TS 16949:2009 (5 day) – Agenda

Day 1	Topic	Objectives
0830	Registration	
0845	Module 1 Welcome and Introductions	The course structure is outlined.
	Module 2 Tutorial: Quality and Its Assurance	In order to put the use of quality management standards to good use, it is essential that delegates understand what 'Quality Assurance' is. The concepts of 'process' and 'continual improvement' are also discussed.
	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 Discussion and Workshop: Quality Management Standards	A look at some of the main requirements of the quality standards and the customer.
1245	<i>Lunch</i>	
1330	Module 5 Discussion: Quality Management Standards (cont'd)	Discussion on the additional requirements of ISO/TS 16949 and Core Tools.
	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 and ISO/TS 16949 and quality tools (ie '6 – pack').
	Module 6 Workshop: Audit situations	Feedback session.
	Module 7 Tutorial: Documented systems	Overview of quality system documentation.
	Module 8 Workshop: Quality System documentation review	Practice in reviewing sections of a quality systems manual.
1830	<i>Close for the day</i>	

Note: 5-10 minute breaks every 1-1½ hour. Evening work to be undertaken.

QMS Auditor/Lead Auditor course based on ISO/TS 16949 – Agenda (cont'd)

Day 2	Topic	Objectives
0800	Module 8 Workshop: Quality System documentation review	Feedback - Practice in reviewing sections of a quality systems 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 effectively use checklists to assist in achieving objectives.
	Module 12 Workshop: Preparing Checklists	Practice in developing checklists.
1245	<i>Lunch</i>	
1330	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.
	Module 18 Audit Case Study 1- Part 2 (preparation)	Continuation of case study.
1800	Module 19 Introduction to Exam – Part 1	Discussion on the structure and typical questions relating to the exam.
	Module 19 Complete Exam Part 1	<i>Evening work – approximately 1 hour.</i> Try out sample exam questions.

QMS Auditor/Lead Auditor course based on ISO/TS 16949 – Agenda (cont'd)

Day 3	Topic	Objectives
0800	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.
1230	<i>Lunch</i>	
1315	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 last night's homework and introduction of second part of the exam.
1745	<i>Close</i>	
	Module 26 Complete Exam Part 2	<i>Evening work – approximately 1 hour.</i> Try out sample exam questions.
Day 4	Topic	Objectives
0800	Module 31 Review of specimen examination papers and introduction to exam	Review of last night's homework and pointers for the exam.
	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.
1230	<i>Lunch</i>	

QMS Auditor/Lead Auditor course based on ISO/TS 16949 – Agenda (cont'd)

1315	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	Tutorial: Follow up and corrective action	Discussion of aspects to be covered during the corrective action and close out phase of the audit.
1730		<i>Close</i>	
	Module 32	Workshop: Audit summary report	<i>Evening work - (1 ½ hours approximately)</i> Complete summary report for hand-in on following morning.

Day 5	Topic	Objectives	
0800	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
1115	Q&A Session Examination intro Examination		
1345	Course review	Course evaluation	
1400	<i>Close</i>		