



**ISO 9001:2015 QMS AUDITOR/LEAD AUDITOR TRAINING
COURSE AGENDA**

5 DAYS

DAY 1		Topic
09.30		Registration
10.00		Welcome; Course Introduction and Objectives
	Section 1	Process Management
	Exercise 1	Process Model
	Section 2	Business Management Systems
12.30		<i>Lunch</i>
13.15	Exercise 2	Purpose and Benefits of documenting and improving QMS performance
	Exercise 3	ISO 9001 Questionnaire
	Section 3	Management System Standards
	Exercise 4	ISO 9001 Evidence
15.30		<i>Break</i>
15.45	Exercise 4	ISO 9001 Evidence (continued)
	Section 4	Introduction to Auditing
	Section 5	Managing the Audit programme
		Delegate Review of Learning
18.30		<i>Close</i>
DAY 2		Topic
08.30		Review of Day 1 Learning Objectives
		Case Study Briefing
	Workshop 1	Review QMS Documentation and Estimate Audit Resources
10.30		<i>Break</i>
10.45	Section 6	Audit Planning and Preparation
	Workshop 2	Review the management system risks

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5 DAYS

DAY 2		Topic
	Section 6	Audit Planning and Preparation (continued)
12.30		<i>Lunch</i>
13.15	Workshop 3	Develop the Audit Plan
	Section 6	Audit Planning and Preparation (continued)
	Workshop 4	Checklist to audit Top Management
15.30		<i>Break</i>
15.45	Workshop 4	Checklist to audit Top Management (continued)
		Briefing for Process Audit Checklist
	Workshop 5	Checklist for Process Audit
		Delegate Review of Learning
18.30		<i>Close</i>
DAY 3		Topic
08.30		Review of Day 2 Learning Objectives
	Section 7	Audit Performance
	Workshop 6	Audit Conduct [1] – Evaluate Audit Situations
10.30		<i>Break</i>
10.45	Section 7	Audit Performance – Audit Team Meeting
	Workshop 7	Prepare Nonconformity Report (NCR)
	Section 7	Audit Performance – Closing Meeting
	Section 8	Audit Reporting
12.30		<i>Lunch</i>

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5 DAYS

DAY 3		Topic
13.15	Section 8	Audit Follow up
	Workshop 8	Prepare for Opening Meeting
	Role Play 1	Opening Meeting
	Workshop 9	Audit Conduct [2] - Evaluate Audit Situations
15.30		<i>Lunch</i>
15.45	Workshop 9	Audit Conduct [2] - Evaluate Audit Situations (continued)
	Workshop 10	Audit Conduct [3] - Evaluate Audit Situations
	Section 9	Examination Tutorial (exam layout and criteria)
		Delegate Review of Learning
18.30		<i>Close</i>
DAY 4		Topic
08.30		Review Day 3 Learning Objectives
	Section 9	Examination Tutorial
	Workshop 11	Workshop Briefing
	Workshop 11	Audit Conduct [4] – Prepare for Audit Role Play
10.30		<i>Break</i>
10.45	Workshop 11	Audit Conduct [4] – Prepare for Audit Role Play (cont.)
	Role Play 2	Conduct Audit Interviews
12.30		<i>Lunch</i>
13.15	Role Play 2	Conduct Audit Interviews (continued)
	Exercise 5	Difficult Audit Situations
	Workshop 12	Audit Team Meeting and Prepare Audit Report

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5 DAYS

DAY 4		Topic
15.30		<i>Break</i>
15.45	Workshop 12	Audit Team Meeting and Prepare Audit Report (continued)
	Role Play 3	Closing Meeting
	Workshop 13	Correction and Corrective Action
		Delegate Review of Learning
18.00		<i>Close</i>

DAY 5		Topic
08.30		Review Day 4 Learning Objectives
		Re-cap Course Objectives and Content
	Exercise 6	Being Open Minded
	Section 9	Review Exam Section 4 methodology
10.30		<i>Break</i>
10.45	Section 9	Introduction and Preparation for Examination
		IRCA Approved Examination
13.00		<i>Close</i>
		<i>Lunch</i>