

# ISO 9001:2008 Series Auditor/Lead Auditor (IRCA Course No. A17038) (In collaboration with SGS (Malaysia) Sdn Bhd)



RM2800 ~ Kuala Lumpur

## Aims

This course aims to provide participants with the knowledge and skills necessary to carry out audits of management systems against ISO 9001:2008, in accordance with ISO 19011. By the end of this course, participants will be able to:

- describe the purpose of a quality management system and explain the eight principles of quality management
- explain the purpose, content and interrelationship of the ISO 9000 family of Standards
- interpret the requirements of ISO 9001 in the context of an audit
- plan and conduct an audit in accordance with ISO 19011 report on the audit in a manner that adds value to the organization

## Profile

This course meets the training requirements for certification as an IRCA quality management system auditor and comprises lectures, workshops and role-play exercises. Participants are expected to have some understanding of the content, application and implementation of the ISO 9000 family of standards.

## Date

16 – 20 January 2012

16 – 20 April 2012

## Course Timetable

### Day 1

<b>Time</b>	<b>Subject</b>
<b>8.45</b>	<b>COURSE REGISTRATION</b>
<b>09.00</b>	<b>Course introduction</b> <i>Objectives, workshops, team-work, continuous assessment exam structure, administration.</i> <i>Delegate introductions</i>  <b>Session 1: Introduction to the ISO 9000 series of Standards</b>  <b>Workshop 1: Quality management principles</b>  <b>Workshop 1 feedback</b>  <b>Session 2: ISO 9001:2008 overview</b>
<b>13.00-14.00</b>	<b>Lunch</b>
<b>14.00 -18.30</b>	<b>Session 3: ISO 9001:2008; clauses 5 &amp; 6</b>  <b>Session 4: ISO 9001:2008; clauses 7 &amp; 8</b>  <b>Session 5: Process-based quality management systems</b>  <b>Workshop 2: Analysis of a Quality Manual</b>

Note : There will be a break of 15 minutes mid-morning and mid-afternoon.

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### Day 2

Time	Subjects
09.00	Recapitulation
	Workshop 2 <i>feedback</i>
	Session 6: Registration, certification and auditor competence
	Workshop 3: <i>QMS Questionnaire</i>
13.00-14.00	Session 7: Audits: definition, principles and types
	Lunch
14.00 -18.30	Workshop 3 <i>feedback</i>
	Session 8: Audit planning
	Workshop 4: <i>Planning the audit</i>
	Workshop 4 <i>Feedback</i>
	SESSION 9: The audit plan
	Workshop 5: <i>Process auditing</i>

### Day 3

Time	Subjects
09.00	Recapitulation
	Workshop 5 <i>feedback</i>
	Session 10: Preparing for the audit
	Workshop 6; Part 1: <i>Audit role play</i> <i>Preparing for the audit; development of working documents</i>
13.00-14.00	Session 11: Conducting the audit
	Lunch
14.00 -18.30	Session 12: Audit review
	Workshop 7: <i>Interpretation of the Standard; Classification of findings /finding statements/CARs</i>
	Session 13: Audit reporting and follow-up
	Role Play: <i>Demonstration of closing meeting</i>
	Workshop 7: <i>continued...</i>

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Day 4

<b>Time</b>	<b>Subjects</b>
<b>09.00</b>	<p><b>Recapitulation</b></p> <p>Workshop 7 feedback</p> <p><b>WORKSHOP 8: Case study</b> Briefing and distribution of final case studies Case study; team preparation for formal presentations</p> <p><b>WORKSHOP 6; Part 2: Audit Role Play</b> Conduct of the audit; feedback and group discussion</p>
<b>13.00-14.00</b>	<b>Lunch</b>
<b>14.00 -18.30</b>	<p><b>Examination review</b> Specimen Exam Paper; Key elements of course learning objectives</p> <p><b>WORKSHOP 8: continued.....</b></p>

Day 5

<b>Time</b>	<b>Subjects</b>
<b>09.00</b>	<p><b>Recapitulation</b></p> <p><b>WORKSHOP 8: Case study presentations</b> Presentations in accordance with the formal closing meeting format and content. Each team member has a shared responsibility in presenting the results of an analysis of assigned quality management system.</p>
<b>13.00-14.00</b>	<b>Lunch</b>
<b>14.00</b>	<b>Course review and summary</b>
<b>14.30</b>	<p><b>WRITTEN EXAMINATION</b></p> <p><b>WORKSHOP 8: continued.....</b></p>
<b>16.30</b>	<b>End of Course</b>

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### REGISTRATION FORM *Please (/) your preferred date*

16 – 20 January 2012

16 – 20 April 2012

#### Billing Details

Company Name : \_\_\_\_\_

Contact Person (Mr / Mrs / Ms) : \_\_\_\_\_

Designation : \_\_\_\_\_

Tel : \_\_\_\_\_ Fax : \_\_\_\_\_

Email : \_\_\_\_\_

Company Stamp:

Authorised Signature :

### PARTICIPANT(S) DETAILS

#### **Participant 1**

Name (IC No) : \_\_\_\_\_

Designation : \_\_\_\_\_

Email : \_\_\_\_\_

Contact No : \_\_\_\_\_

#### **Participant 2**

Name (IC No) : \_\_\_\_\_

Designation : \_\_\_\_\_

Email : \_\_\_\_\_

Contact No : \_\_\_\_\_

#### **Participant 3**

Name (IC No) : \_\_\_\_\_

Designation : \_\_\_\_\_

Email : \_\_\_\_\_

Contact No : \_\_\_\_\_

#### Method of Payment

Kindly select the method of payment on the following:

( ) Pay the 1 week before the training

( ) By bank transaction

( ) By courier / by post

( ) Pay during the training

Bank Draft/Cheque No

RM

( ) HRDF-SBL claimable

Application is subject to PSMB approval. You may submit the application with this brochure, together with the programme agenda and speaker's profile which is we will provide to you upon request once you have registered.

#### ADMINISTRATIVE DETAILS

##### CONTACT PERSON

Ms YY Lee / Mrs Nor Aini Bahrom  
Tel: 03-6241 5211 / 016-226 4799 /  
012-278 666  
Fax: 03-6259 5455  
Email: yylee@cammgnt.com /  
admin@cammgnt.com

##### ADDRESS

**CAMBRIDGE MANAGEMENT SDN BHD**  
No. 33-3A-1 Jalan Metro Perdana Barat 1,  
Taman Usahawan Kepong Utara, 52100  
Kuala Lumpur

##### COURSE FEE

Normal fee – RM2800

##### REGISTRATION

Complete the Registration Form and fax or email for reservation. All registrations will be confirmed **ONE WEEK** before the commencement of the course.

##### PAYMENT

Payment of fee must be made **PRIOR** to commencement of the programme.

Crossed cheques should be made payable to "**CAMBRIDGE MANAGEMENT SDN BHD**" or bank-in payment to **Maybank Account No. 5-12389-117631**.

Please fax the bank-in slip with your company's name to 603-6259 5455 as proof of payment.

##### CANCELLATION

Once a registration is confirmed, no cancellation will be allowed. If the registered delegate is unable to attend, a substitute is allowed and please inform us in writing via fax or email. Confirmed delegate who failed to attend and last minute cancellation is liable for the entire fee of the training.

##### CONFIRMATION

You will receive an invoice indicating course fee and seminar date. Check it for accuracy.

##### DISCLAIMER

CAMBRIDGE MANAGEMENT reserves the right to change the speaker, date and to cancel the programme should circumstances beyond the company control arise. CAMBRIDGE MANAGEMENT also reserves the right to make alternative arrangements without prior notice should it be necessary to do so.

**"ALL TRAININGS ARE 100%  
HRDF CLAIMABLE UNDER  
SBL SCHEME"**