

World Quality Systems

Instructor Agenda
Standard: ISO 9001:2008

Day One:

- Activity: Step 1: - Introductions
- Course Introduction
 - Instructor Introduction
 - Course Rules
 - Break times and Lunch
- Step 2: -Course Objectives (PPT)
- Basic understanding of I/A Process (scenario of a process audit)
 - F – Test * (audit process is not scientific)
 - Planning, executing, reporting and follow up of I/A Process
 - Internal auditor competency-see if the company has established it
- Step 3: -Attendee Introductions
- Ice Breaker – attendee profile
- Step 4: What is ISO, the organization.
- History
 - Today
 - Future
- Step 5: What is a “standard”.
- Definition
 - Purpose
- Step 6: Family of Standards
- ISO 9000
 - ISO 9001
 - ISO 9004
 - 19011
 - 14000
- Step 7: Important terms to know.
- Step 8: 8 Quality Management Principles
- Step 9: Structure of the ISO standard-have attendees go through standard
- 5 Clauses

- 137 “Shalls”
- 16 record requirements
- 23 elements
- 6 Procedural requirements

Step 10: Review the ISO 9001:2008 Standard.

Do the “weakest link” exercise after each clause and after the whole standard has been reviewed.

End of First Day

Day Two brief review – more “weakest link”

Step 11: Test Case Study *

Step 12: QA v. QC – Define and elaborate
-ISO = QA

Step 13: Documentation structure
-elaborate on each level.

Step 14: Auditing – Definition and history

Step 15: Reasons we audit.

Step 16: Types of audits
-Go through sub-categories

Step 17: Case Study*

Step 18: Auditor
-Roles/Responsibilities

Step 19: Lead Auditor/Team Auditor

Step 20: Characteristics of a good auditor

Step 21: Characteristics of a bad auditor

Step 22: Independence

Step 23: Audit life cycle (start to finish)

Step 24: Communication skills
-good skills
-bad skills

Step 25: Auditee

Step 26: The interview

Step 27: What an auditor should not do

Step 28: Games people play

Step 29: Internal audit records
-review what records are created

Step 30: Nonconformances
-review why you write corrective actions
-define what types of corrective actions there are.

Step 31: Final report

Step 32: Case Study

Step 32: Begin to develop the structure/mechanics of an Audit Program

- Interaction of process flow chart
 - o Set up teams
 - o Have trainees go and flow chart a process
 - o Have them put more detail on it
 - o Have them assign the elements to each box in the process
- Audit Schedule
- Audit Plan-use the flow chart to determine this.
- Opening Meeting-use attachment
- Closing Meeting-use attachment
- Preparing documentation
- Writing Corrective actions-use their NCR/CAR form
- Follow up on corrective actions
- Develop an understanding of process auditing
- Develop standard questions for each process.

Step 33: Preparing for the interview

Step 34: Conduct mock interviews

Step 35: Conduct mock opening meetings

Step 36: Case Study

End of Day Two

Day Three:

Step 37: Finish any leftover projects from the previous day.

Step 38: Prepare for the mock internal audit

Step 39: Conduct mock internal audit – Instructor will supervise

Step 40: Continue mock internal audit – Instructor will supervise

Step 41: Case Study

Step 42: Final Test – written test

Step 43: Grade Test – Issue Certificates

Step 44: End of Training

This schedule is a rough outline of the topics we will be covering, it is not complete. Start times and end times will be determined with the cooperation of the client. The schedule may change based on the competency of the trainees, time constraints, or the instructors own judgment on what would be most beneficial for the company.