

ISO 9001-2015 Quality Management System Auditor Training

This is a new course developed with a goal of expanding the knowledge and skills of internal auditors beyond the basics of conformance auditing. This course was developed and is only instructed by practicing 3rd Party certified auditors with years of industry experience that are also certified to teach the IRCA ISO 9001:2015 QMS Lead Auditor Course.

Additionally, Common Sense Consulting instructors have been trained on adult learning concepts through Carnegie Mellon. Recognizing the challenges of adult learning, many exercises and workshops have been integrated into the course materials for the students to immediately apply and enforce their learning experience after the discussion of every new concept. We spend the majority of our R&D time creating better learning exercises, not more slides. Anyone can create and read to you slides in the attempt to teach ISO 9001 but it is rare that an auditor training course takes this approach. This is what separates us from our competition.

Course Benefits:

At the conclusion of this course, successful attendees will have been provided with the knowledge and ability to utilize the concepts of process auditing **to drive improvement** including:

- ✓ A thorough understanding of the ISO 9001:2015 (training copy provided) Standard and its intent
- ✓ Starting and finishing audit trails with organizational performance metrics
- ✓ Using risk assessment tools such as SWOT and PFMEA to manage the business and prioritize audit trails
- ✓ Focusing on waste reduction by introducing lean manufacturing concepts
- ✓ Using problem solving principles and tools such as PDCA, fishbone diagrams, and “5 Why” analysis
- ✓ The ability to plan, conduct and report process based audit activities based on ISO 19011 guidelines
- ✓ How to “sell” audit findings to top management by linking corrective actions to the bottom line financial performance of the organization

Course Content:

- ✓ The Deming Cycle (PDCA) and 7 management principles from ISO 9000:2015
- ✓ The Process Approach to business management, including policy deployment and metric alignment
- ✓ Risk Management, including SWOT and FMEA tools
- ✓ Waste and Lean Manufacturing, including 7 Wastes, Value Stream Mapping and Error Proofing
- ✓ Prioritization of audit trails
- ✓ A detailed review of the ISO 9001-2015 requirements through team exercises
- ✓ Planning, conducting and reporting on the process audit
- ✓ To close out every day we examine multiple case studies in nonconformity identification, allowing students to immediately apply what they have just learned
- ✓ To open every day we perform a closing meeting role play where each student must present their assigned case study results from the previous day to a management team not merely interested in meeting the ISO requirements but in the value the NCR will bring to their business.
- ✓ Exercises for evaluating the adequacy of corrective actions.

Prerequisites: None, however this course is meant for people who are serious about being an auditor or have already taken a course on internal auditing and want to improve their knowledge and skills.

Certificate: Attendees who successfully complete the ongoing student assessment and examination will receive a Certificate of Achievement.

Timetable: This is a three day course.

Method of Delivery: Common Sense Consulting would be pleased to conduct this training at your facility or in a public venue.