

ISO 9000 LEAD AUDITOR TRAINING COURSE

Quality Management System Auditor/Lead Auditor Training based on
ISO 9001 : 2008

Certificated by

International Register of Certificated Auditors (IRCA) - UK

Course provider: NIGEL BAUER & ASSOCIATES, UK
(Course Registration No. A17027)

Organized by

FICCI QUALITY FORUM

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Quality Forum

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Quality Forum

211th Course – 25 to 29 October, 2010

at

FICCI, NEW DELHI

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1. COURSE OBJECTIVE

The aim of the course is to provide an understanding of the principles and practices of quality management system auditing and to impart practical training on quality auditing skills.

At the end of the course the participants will be able to:

- ✓ Interpret correctly the requirements of ISO 9001:2008 and how they apply to the processes of a company.
- ✓ Conduct an effective gap analysis/internal audit/supplier's audit/third party certification audit.
- ✓ Initiate improvements in the quality management system (QMS) of a company.

2. WHO SHOULD ATTEND?

The course is suitable for those:

- Who require a detailed knowledge of quality auditing process.
- Whose jobs involve assessment of suppliers and potential suppliers.
- Who are responsible for managing the internal quality audit function within their organisation.
- Who are involved in preparing their organisation for assessment by customers or certification body.
- Who wish to become registered as Auditor or Lead Auditor with International Register of Certificated Auditors (IRCA, IQA - UK).

3. PREREQUISITE

Prior to commencement of the course, all participants are expected to have an understanding of the content & implementation of ISO 9000 series of standards.

4. COURSE CONTENTS

As given in Annexure.

5. RECOGNITION

The course is recognised by the IRCA, IQA-UK (International Register of Certificated Auditors). The course meets the training requirements for individuals seeking registration as Auditors/Lead Auditor with IRCA. The course is registered with IRCA and bears Certification No. A 17027.

6. COURSE MATERIAL

Registered participants are sent pre-course material in advance for preparation. Course kit comprising detailed course material and International Standard on QMS is given to each participant.

7. CERTIFICATE

Those participants who successfully complete the continuous assessment during the course and also the written examination, which is conducted on 5th day of the course, will be issued certificate by Nigel Bauer & Associates, UK.

8. COURSE ORGANISATION, SCHEDULE & REGISTRATION PROCEDURE

The course is of non-residential nature. The course is of 5 days duration and starts at 0900 hrs and goes up to 1830 hrs daily for the first four days & on the fifth day the course finishes at 1700 hrs after the written examination.

Tea/Coffee and working lunch is provided by the organisers.

The fee for the course is Rs. 18,850/- per participant plus 10.30% Service Tax (Total Rs 20,792/-)

For joining the course, the particulars of the participants (name, designation, email, postal address, phone number, etc) along with fee by draft/cheque payable at Delhi in favour of "FICCI QUALITY FORUM" should be sent to FICCI New Delhi address as given below.

The seats in the course are limited to maximum 20 and are allocated on first-come-first served basis.

Note: Discount available for two or more participants from same organization, self sponsored delegates, students, retired defence personnel and senior citizens.

An early bird discount of 5% of total fee is given to those participants who register with full fee at least 15 days in advance of the course.

9. ABOUT OUR LEAD FACULTY

Our Lead Faculty of this course Mr. S.C. Arora has rich experience of over 40 years in quality control, third party certification and quality management. He is IRCA UK certificated ISO 9000 Lead QMS Auditor (Registration No. A005025) and has conducted more than 200 Lead Auditor Courses till date not only in India but in other countries viz. Bangladesh, Bahrain, Bhutan, Kyrgystan, Malawi, Maldives, Mauritius, Nepal Oman, Sri Lanka, Tajikistan, etc. He is the author of six books on quality management related subjects published by International Trade Centre, UNCTAD/WTO, Geneva and United Nations Industrial Development Organization (UNIDO), Vienna for worldwide distribution. He is the Principal Consultant of FICCI Quality Forum and has also provided consultancy to multinational, large, medium and small companies in India and abroad for effective implementation of the ISO 9001 based quality management system both in manufacturing and service sector.

10. ABOUT FICCI QUALITY FORUM

FICCI Quality Forum (FQF) is the premier training and consultancy organisation in the country for quality promotion in Indian industries. In addition to ISO 9000 QMS Course. Some of the other prominent training courses conducted by FQF include ISO 14000 environmental management systems Lead Auditor training, ISO 22000 Food Safety Management System, Lead Auditor Training, training on Lean Six Sigma, Organizational Excellence and related areas based on the American Society of Quality (ASQ) Body of Knowledge (BOK), training on Creativity and Innovation etc.

11. VIEWS OF PAST PARTICIPANTS

Some of the comments on our above course made by past delegates are reproduced below;

- ☞ I had wonderful experience which is full of knowledge and information which will not only help in my professional life but also personal life.
- ☞ Programme was very good especially both faculties were extremely good having full knowledge about the concept.
- ☞ Through this course, I got more benefit. Before this course my knowledge on quality management and auditing were zero. But now I can say I am having more knowledge.
- ☞ Faculty has taken pains to make all the participants assimilate the course fully well.
- ☞ One of the excellent programmes I have attended so far. Excellent tutors.

Note :

For more comments see attached Annexure. **Should you wish to check about the quality of our training programme, you may do so by contacting any of the participants of our recent courses. List of participants of our last three courses is attached.**

12. COURSE DATES

25th to 29th October, 2010

13. COURSE VENUE

**Federation of Indian Chambers of Commerce & Industry (FICCI),
Federation House,
1 Tansen Marg, Near Mandi House
New Delhi –110001, India**

For further details & to reserve your seat, please contact:

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or
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For any technical clarification you may contact our Lead Faculty Mr
S C Arora
scarora@ficci.com
Ph # +919810115588

(continued....)

ANNEXURE

COURSE CONTENT

1. Introduction

- 1.1 IRCA and Auditor Registration Scheme
- 1.2 Auditor Codes of Conduct

2. An Overview of Quality Management

- 2.1 What is Quality?
- 2.2 Managing for Quality
- 2.3 What is Quality Assurance?
- 2.4 Evolution of Quality Management Systems
- 2.5 An overview of the ISO 9000 series
- 2.6 Background to ISO 9001:2008

3. The Requirements of ISO 9001 Explained

- 3.1 Introduction and scope
- 3.2 The Structure of ISO 9001
- 3.3 Quality Management System
- 3.4 An overview of ISO 9001 requirements
Exercise on above

4. Quality Auditing

- 4.1 What is an Audit and why are Audits necessary?
- 4.2 The Audit Process
- 4.3 Auditing in relation to the "Process approach"
- 4.4 ISO 19011 and auditor competence

5. The Assessment Process

- 5.1 An Overview
- 5.2 Initial Contact
- 5.3 Pre-Assessment Visits
- 5.4 Document Review
- 5.5 Initial Preparation
- 5.6 Development of the Assessment Schedule
- 5.7 Communication
- 5.8 Detailed Planning
- 5.9 The On-Site Assessment
- 5.10 Opening Meeting
- 5.11 Audit Conduct
- 5.12 Evaluating Results
- 5.13 Closing Meeting
- 5.14 Corrective Action
- 5.15 Formal Report
- 5.16 Follow-Up and Surveillance Visits
Exercises on above

6. Audit Tools & Techniques

- 6.1 Detailed Planning & Check List development
- 6.2 Searching for Evidence
- 6.3 Conducting Interview and Asking Questions
- 6.4 Auditor and Auditee Tactics
- 6.5 Recording the Results
Exercise on above

Comments from participants of previous ISO9000 Lead Auditor Courses

Reproduced below are some of the answers given by past participants to the question, "What did you enjoy most about the course"?

- ☞ The friendly and tension free environment created by the trainers.
- ☞ Concepts of ISO 9001 especially process approach.
- ☞ Calmness of trainers in answering all the queries.
- ☞ The learning that comes with each course is always good but the way it is given is really important. The Course material/learning were very well disseminated and the ease with which I could learn was good. I enjoyed learning.
- ☞ The friendly and tension free environment created by the trainers.
- ☞ The group activities conducted for assimilation of subject.
- ☞ The structured methodology and experience and expertise level of the faculty.
- ☞ Ample time being given to every clause of the standard.
- ☞ Training material was very clear and sequential methodology was conducive to learning.
- ☞ The Role Play-Audit, Exercises in groups & individual assignments.
- ☞ The deliberations by the Lead Faculty were the best thing. His pace & pitch during the entire course was constant which led to good learning.
- ☞ Good learning and understanding on Standard (ISO 9001) and also its practical applicability is well understood. Thanks to the tutors.
- ☞ Lively presentation, healthy interaction and professional approach.

LIST OF PARTICIPANTS OF LAST THREE ISO 9000 LEAD AUDITOR COURSES

208th course: 6th April to 10th April, 2010
 209th course: 28th June to 2nd July, 2010
 210th course: 30th August to 3rd September 2010

<p>1. Ms.Khushbu Gupta Makol Account Manager THOMSON DIGITAL (B-10-12, NSEZ) Noida-201305 INDIA khushbu.g@thomsondigital.com</p>	<p>2. Mr. Dattesh Kondekar Technip KT India Limited A-4, Sector-1, Institutional Area Noida-201301 (U.P) Tel: +91(0120) 4301110, (M): 9971150713 dvkondekar@technip.com</p>
<p>3. Mr. Vijay Kumar Pushkarna GH5/6C, Orchid Garden, SunCity, Sector-54 Gurgaon-122003 Tel: 0124-4140532, (M) 9810068532 Email: gdpvvp@yahoo.co.in</p>	<p>4.Mr. Somak Roy Chowdhury 27/76 Kshetra Mohan Naskar Road, Kolkata – 700 040 M: 98305 00057 somak.chowdhury@tcs.com</p>
<p>5. Ms. Archana Datta CDM Consultant FICCI Quality Forum, Federation House, Tansen Mark, New Delhi-110001 archana.datta@ficci.com</p>	<p>6. Mr. K P Sujith Technip KT India Limited A-4, Sector-1, Institutional Area Noida-201301 (U.P) Tel: +91(0120) 4301000 spkezhana@technip.com</p>
<p>7.Mr. Raj Kumar Mishra Flat No.201; Plot No.141 Sector-4; Vaishali, Ghaziabad, Pin-201010 (M): 9818750679/9311397115 Email: rkmishra@live.in</p>	<p>8. Ms.Prianka Kaushal Tata Consultancy Services 4 & 5th floor, PTI Building No 4, Sansad Marg, New Delhi – 110001 prianka.kaushal@gmail.com</p>
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<p>11. Mr. Himanshu Atreja, 1095 Sector-6 Urban Estate Karnal - 132001 Haryana 9896047778 himanshuatreja@yahoo.co.in</p>	<p>12.Mr. S.L. Sankhyan Alliance Air (A wholly owned subsidiary of NACIL(I)) Domestic Terminal, Hangar #3, IGI Airport, New Delhi-110 037, India Tel: 91 11 25675706; (M): 09910307308 Fax : 91 11 25672151 Email: slsankhyan@rediff.com; slsankhyan@gmail.com</p>

<p>13. Mr. Gaurav Tamta Toluna 1st Floor, Unitech Trade Centre, Sushant Lok, Phase I, Gurgaon (M) 91-9899694475 Email: Gaurav.Tamta@toluna.com</p>	<p>14. Mr. Subhrajit Das Gupta Deputy General Manager – Operations Planman Technologies India Pvt. Ltd. D-103, Okhla Industrial Area, Phase-I, New Delhi – 110020, INDIA. Mobile: 9990846100</p>
<p>15. Mr. Satish Kant Production Manager, Omega Fish Ltd Mwanza, Tanzania Mob - 9892616515 Email: s_kantd@yahoo.co.uk</p>	<p>16. Dr. Milind Jamdhade. ECOCERT – India Pvt Ltd, Sector 3, Hindustan Awas, Nakshetrawadi, Aurangabad-431002, Maharashtra State, India Tel: 0240-2376882; (M) 09764891872 Email: jamdhade.milind@gmail.com</p>
<p>17. Mr. Gaurav Bhargava Alliance Air (A wholly owned subsidiary of NACIL(I)) Domestic Terminal, Hangar #3, IGI Airport, New Delhi-110 037, India Phone : 91 11 25675706; (M) 9910307308 Email: gauravbhargava_128@yahoo.co.in</p>	<p>18. Ms. Neha Dutta Toluna 1st Floor, Unitech Trade Centre, Sushant Lok, Phase I, Gurgaon Email: nehadutta@toluna.com nehawal@gmail.com</p>
<p>19. Mr. Gopal Jha Alliance Air (A wholly owned subsidiary of NACIL(I)) Domestic Terminal, Hangar #3, IGI Airport, New Delhi-110 037, India Tel: 91 11 25675706; (M) : 09868553822 Email: golfjha2006@yahoo.co.in</p>	<p>20. Mr. C.P. Malhotra Officer (Ice Cream Plant) Mother Dairy Patpargang, Delhi-110092 (M) 999457430 Chander.malhotra@motherdairy.com</p>
<p>21. Mr. Mahendra Kumar D.Kolhatkar ECOCERT – India Pvt Ltd, Sector 3, Hindustan Awas, Nakshetrawadi, Aurangabad-431002, Maharashtra State, India Tel: 0240-2376882 (M) 09552533019 Email: md.kolhatkar29@gmail.com</p>	<p>22. Mr. Samar Mukherjee Toluna 1st Floor, Unitech Trade Centre, Sushant Lok, Phase I, Gurgaon (M) 91-9818292368 Email: Samar.Mukherjee@toluna.com</p>
<p>23. Mr Anil Pandey Toluna India Pvt. Ltd 1st Floor, Unitech Trade Centre, Sushant Lok, Phase I, Gurgaon Ph: 9873582528 Email: anilkpandey@rediffmail.com</p>	<p>24. Mr. Pinaki Haldar 201, Sairam Sirisampada Aparts, 7-1-29/21, Leela Nagar, Begumpet HYDERDABAD-500016 Email: haldar_pinaki@yahoo.co.in</p>
<p>25. Dr. Devina Bajpayee H 4/5 Shankar Vihar, Delhi Cantt, New Delhi-110010 Email : devinabajpayee@gmail.com</p>	<p>26. Ms. Sonika Singh Virk Super Religare Laboratories Limited 117, SFS Flats, Dr. Mukherjee Nagar Delhi-110009</p>

<p>27. Mr. Sudripta Nath, 22/1B, Dhirendranath Ghosh Road, Bhowanipur, Kolkatta-700025 Cell: 09831817707/09433379080 Email: sudnat1981@gmail.com</p>	<p>28. Mr. Sahil Duggal Colt Technology Services India Private Ltd, Unitech Business Park, Tower B, South City – 1, Gurgaon, Haryana – 122001 Ph: 9810980080 Email: duggals@gmail.com</p>
<p>29. Mr. Manidip Dutta Colt Technology Services India Private Ltd, Unitech Business Park, Tower B, South City – 1, Gurgaon, Haryana – 122001 (M): 9811822124 Email: manidip.dutta@colt.net</p>	<p>30. Mr, Aditya Mukerjee Toluna India Pvt Ltd. 1st Floor, Unitech Trade Centre, Sushant Lok, Phase I, Gurgaon (M) 91-9899206029 Email: adi.mukerjee@gmail.com</p>
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<p>35. Mr. Jitin Gulati Dy Manager Quality Assurance & Technical Services IndiGo Ph: 9873410747 Email: jitin.gulati@goindigo.in</p>	

FACULTY

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