

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

250th Course – October 15 - 19, 2012

at

FICCI, NEW DELHI



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. YOU SHOULD ATTEND COURSE IF:

- You require detailed knowledge of quality auditing process.
- Your job involve assessment of suppliers and potential suppliers.
- You are responsible for managing the internal quality audit function within your organisation.
- You are involved in preparing their organisation for assessment by customers or certification body.
- You 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 recognized 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 organizers.

The fee for the course is Rs. 19,850/- per participant plus 12.36% Service Tax (Total Rs 22,303/-)

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.

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 220 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 a specialized division of FICCI set up to sharpen the competitive edge of Indian Industry. FQF provides training, consultancy and research services focused on enhancing the quality quotient of clients and partner organization. FQF in collaboration with Nigel Bauer and Associates, UK offers IRCA, UK approved Auditor Lead Auditor training courses on Quality Management System (QMS) ISO 9001, Environment Management System (EMS) ISO 14001, Food Safety Management System (FSMS) ISO 22000 and Occupational Health and Safety Management System (OHSAS) 18001 standards. In addition we also provide training on Six Sigma Green and Black belt certification, training on Leadership, Organizational Excellence, Creativity and Innovation etc. We also provide consultancy on effective implementation of above management systems standards leading to certification and six sigma implementation.

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.

12. COURSE DATES

October 15-19 , 2012

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:

Mritunjay Kumar
Course Coordinator
**FICCI Quality Forum
Federation House, Tansen Marg
New Delhi - 110 001**

**Tel: +91-11-2348 7356,
Mobile : +91 - 99111 64501
E Mail: fgf@ficci.com**

or

mritunjay.kumar@ficci.com

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

(continued....)

ANNEXURE

| COURSE CONTENT | <u>Comments from participants of previous ISO 9000 Lead Auditor Courses</u> |
|--|---|
| <p>1. Introduction</p> <p>1.1 IRCA and Auditor Registration Scheme</p> <p>1.2 Auditor Codes of Conduct</p> <p>2. An Overview of Quality Management</p> <p>2.1 What is Quality?</p> <p>2.2 Managing for Quality</p> <p>2.3 What is Quality Assurance?</p> <p>2.4 Evolution of Quality Management Systems</p> <p>2.5 An overview of the ISO 9000 series</p> <p>2.6 Background to ISO 9001:2008</p> <p>3. The Requirements of ISO 9001 Explained</p> <p>3.1 Introduction and scope</p> <p>3.2 The Structure of ISO 9001</p> <p>3.3 Quality Management System</p> <p>3.4 An overview of ISO 9001 requirements <i>Exercise on above</i></p> <p>4. Quality Auditing</p> <p>4.1 What is an Audit and why are Audits necessary?</p> <p>4.2 The Audit Process</p> <p>4.3 Auditing in relation to the “Process approach”</p> <p>4.4 ISO 19011 and auditor competence</p> <p>5. The Assessment Process</p> <p>5.1 An Overview</p> <p>5.2 Initial Contact</p> <p>5.3 Pre-Assessment Visits</p> <p>5.4 Document Review</p> <p>5.5 Initial Preparation</p> <p>5.6 Development of the Assessment Schedule</p> <p>5.7 Communication</p> <p>5.8 Detailed Planning</p> <p>5.9 The On-Site Assessment</p> <p>5.10 Opening Meeting</p> <p>5.11 Audit Conduct</p> <p>5.12 Evaluating Results</p> <p>5.13 Closing Meeting</p> <p>5.14 Corrective Action</p> <p>5.15 Formal Report</p> <p>5.16 Follow-Up and Surveillance Visits <i>Exercises on above</i></p> <p>6. Audit Tools & Techniques</p> <p>6.1 Detailed Planning & Check List development</p> <p>6.2 Searching for Evidence</p> <p>6.3 Conducting Interview and Asking Questions</p> <p>6.4 Auditor and Auditee Tactics</p> <p>6.5 Recording the Results <i>Exercise on above</i></p> | <p>Reproduced below are some of the answers given by past participants to the question, “What did you enjoy most about the course”?</p> <ul style="list-style-type: none"> ☞ The course and the manner in which it was delivered certainly deserve high grades on the scale. It has gone beyond what I had actually expected before being part of it. ☞ 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 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. ☞ Lively presentation, healthy interaction and professional approach. ☞ Teaching method was excellent. Still can't believe that whole ISO 9001:2008 covered and understood so well in 5 days. |

LIST OF PARTICIPANTS OF LAST THREE ISO 9000 LEAD AUDITOR COURSES

| | |
|--|---|
| <p>Ms. Nisha Sharma Defence Institute of Psychological Research (DIPR), DRDO Organization Timarpur M: +91 9013805530 E: nisha_sharma343@yahoo.com</p> | <p>Mr. Amit HCL Technologies Ltd Noida 201301, U.P. M: +91 9560400947 E: t-amit@hcl.com</p> |
| <p>Mr. Pawan Kumar Maruti Suzuki India Limited, Gurgaon-122015 M: +91 8800677169 / 9310109423 Email: pawan.kumar.sinha@gmail.com</p> | <p>Mr. Sunil Kumar Stellar Info Timar Pur, Delhi – 110054</p> |
| <p>Mr. Ashok Kohli, M: +91 9810114187 E: ashok.kohli@hotmail.com</p> | <p>Mr. George Kurian, Quality Audit Manager, Air India Express Engineering Department M: +91 9020493040 E: georgekurian1552@gmail.com</p> |
| <p>Mr. Saurabh Sharma HCL Technologies Ltd Noida 201301, UP, INDIA M: +91 9958890680 E: mt_saurabh@rediffmail.com</p> | <p>Mr. Atul Bhardwaj Agilyst Consulting Private Limited, Chandigarh M: +91 9780818207 E: 30atual@gmail.com</p> |
| <p>Mr. Pradeep Kumar Dahiya, PhD Researcher, Product Design & Quality Management Group, Department of Agro-technology & Food Sciences Wagenigen University and Research Centre, The Netherlands M: +91 9896496649 E: dahiya.pradeep@yahoo.com</p> | <p>Mr. Vivek Sharma Quality Assurance Asian Paints India Limited, Noida U.P. M: +91 9810774042 E: vivekzchem@gmail.com</p> |
| <p>Mr. Ankur Kaushik Sledge Hammer Oil Tools Pvt Ltd, Faridabad, Haryana - 121005 M: + 91 9958177838 E: ankur@sledgehammerasia.com</p> | <p>Mr. Joe A Jose Quality Control Engineer, Angola LNG Project, Petromar (Saipem Representative) Soyo Zaire Province, Angola M: +91 9496190707 E: joejoserx@gmail.com</p> |
| <p>Mr. S.C. Verma Scientist 'D' DCV & E (DRDO HQ), Rajaji Marg, New Delhi-110011 M: +91 9911510002 E: vermasasc@rediffmail.com</p> | <p>Commander A. Sarabhai, NSTL, Vigyan Nagar, Vishakhapattanam-530027 Andhra Pradesh M: +91 9490744387 E: anshumali_sarabhai@rediffmail.com</p> |
| <p>Mr. Sukhbir Singh QVC Certification Services Pvt Ltd Ambala City – 134003, Haryana M:+91 9215988404 / 9868457449 E: sspeml@rediffmail.com</p> | <p>Ms. Anjani Sankhyan Dwarka M: +91 9873489248 E: anjani.sankhyan1985@gmail.com</p> |

| | |
|---|---|
| <p>Ms. Kamakshi Sriram Evershine Millenium Paradise Kandivali (E), Mumbai 400101 M: +91 9920065195 Mail: kamakshi.shriram@gmail.com</p> | <p>Mr. Minesh kumar Dutt, Glaxo Smithkline Ltd, Nabha, Punjab M: +91 9463053605 Mail: mineshkdutt@gmail.com</p> |
| <p>Wg Cdr PS Randhawa (Retd) Dwarka ,New Delhi-110075 M: +91 8800112225 E: ps.randhawa@quickjet.co.in</p> | <p>Ms. Swati Makhija Delhi-110009 M: +91 9873334232 E : swatimakhija14@gamil.com</p> |
| <p>Md Shamshad Nawaz Centre Incharge, IMS Learning Resources Pvt Ltd. New Delhi-110092 (M) 9718224593 E: shamshadnawaz@gmail.com</p> | <p>Mr. Deepak Kumar Thapliyal Ghaziabad 201014, U.P. M: + 91 9810361706 E: deepakthaps@rediffmail.com</p> |
| <p>Mr. Suket Gurtu Mayapuri New Delhi - 64. E: suket.gurtu@proof-of-performance.com suketgurtu@yahoo.com</p> | <p>Mr. Deepak Kumar New Delhi,110062 M: +91 9818496635 E: depak1528@rediffmail.com</p> |
| <p>Mr. Rajesh Mishra Sr officer QA Asian Paints Ltd, Noida.- 203207. E: rajmishra_029@rediffmail.com</p> | <p>Mr. Dheeraj Kumar Singh Officer Production, Asian Paints Ltd, Noida. U.P 203207 M: + 91 9911070860 E: dheeraj_2512@yahoo.co.in</p> |
| <p>Mr. Amit Sharma Research Assistant FICCI Quality Forum New Delhi-110001 M: + 91 8010706103 E: amit.sharma@ficci.com</p> | <p>Mr. Laksh Dhingra Asst. Manager (QATS), IndiGo Engineering, New Delhi M: 09310264141 E: laksh.dhingra@goindigo.in</p> |
| <p>Mr. Damodaran Hari, B.Tech, MBA, (Ph.D) Senior Manager (CQA) Engineers India Limited, New Delhi-110066 M: + 91-9911079111 E: d.hari@eil.co.in</p> | <p>Ms. Spardha Khare Spice Jet Ltd M: + 91 9953591623 / 9891355965 E: spardhak85@gmail.com</p> |
| <p>Mr. J. P. Baruah, Assam Mineral Development Corporation Ltd., Guwahati - 781006. M: 91 9435048783 E: jpbghy@rediffmail.com</p> | <p>Ms. Suchitra Sharma Vadodara-390016, Gujarat, M: 9328161797/8 E: suchitrasharmak@yahoo.co.in</p> |
| <p>Ms. Neha Narula, Officer (CQA) M: + 91 9871558838 E: neha@eil.co.in</p> | <p>Mr. Anupam Upadhyay Nokia Siemens Networks Noida-201 307 M: +91 9711 987342 E: u.anupam@gmail.com</p> |
| <p>Mr. Parvesh Kuchwaha New Delhi-110018 M: + 91 9717447540 E: Parvesh.k1@gmail.com</p> | <p>Mr. Arif Ahmad Khan, Stellar Information Systems, Gurgaon M: + 91 9910069938 E: ARIFAHMAD786@GMAIL.COM ARIF.KHAN@stellarinfo.com</p> |

| | |
|---|--|
| <p>Sh. B.N. Manna, Senior Manager (CQA) Engineers India Limited, ,New Delhi-110066 Ph: 011-26768028; M: + 91 9868105297 E: bn.manna@eil.co.in</p> | <p>Mr.Rekibuddin Ahmed Executive, Environmental Services (Climate Change Program) SGS India Pvt. Ltd, Gurgaon, Haryana - 122 015 M: + 91-9910833514 E: rekib.ahmed@gmail.com</p> |
| <p>Mr. Vishal B Patel, Asst.Manager (QA) MOLEX, Gandhinagar – 382028; Gujarat M: 9601276507 E: vishal.patel@molex.com</p> | <p>MR P K DE, Deputy Manager, Technical Training Chambal Fertilisers & Chemicals Ltd, Kota Ph:: 0744 2782077 M: + 91 9829384265 E: pk.de@chambal.in</p> |
| <p>Mr. Jatin Lohmorh, Engineer (CQA) Engineers India Limited, , New Delhi-110066 M: (+) 91 8860629688 E: jatin.lohmorh@eil.co.in</p> | <p>Mr. A.T.Surendra Executive Environmental Services (Climate Change Program) SGS India Pvt. Ltd, Gurgaon, Haryana - 122 016 M: + 91 9871799522 E: at.surendra@sgs.com</p> |
| <p>Mr. Vinayak Ojha. New Delhi-110063 (M) 9811712192.</p> | <p>Mr. Puneet Pandey Research Fellow, Wild life Forensick-Cell Wildlife Institute of India Chandrabani Dehradun (Uttarakhand) M: + 91- 9837411154 E: puneet.pandey09@gmail.com</p> |
| <p>MS. Nitin Sihmar, Executive Environmental Services (Climate Change Program) SGS India Pvt. Ltd, Gurgaon, Haryana - 122 016 M: 91 -9871794624; E:: nitin.sihmar@sgs.com</p> | <p>Mr. Xavier Paul Sampson Director-Operations NTT Data Inc. Gurgaon, Haryana 122001 M: + 91 9811522048 Email: Xavier.sampson@nttdata.com</p> |
| <p>Dr. Farah Deeba Vice President – Medical Quality Max Helath Care Institute Ltd, Max Super Specialty Hospital, New Delhi-110017 M: + 91 9999743452 E: dr_farha_deeba@yahoo.co.in</p> | <p>Dr. Deepti Sharma Associate Director, Quality Management, Fresenius Kabi Oncology Ltd M: + 91 9650649696 E:: Deepti.Sharma@fresenius-kabi.com</p> |
| <p>Dr. Tushar Palchoudhury Senior Manager – Quality Max Health Care Institute Ltd Max Super Specialty Hospital New Delhi - 110017 M: + 91 9971954888 E: doctor.tpc@gmail.com</p> | <p>Ms. Shilpa Chauhan Head – Quality Assurance, Fortis Hospital, Shalimar Bagh, Delhi-110036 M: + 91 9999100761 E: shilpa.sdhs@gmail.com</p> |
| <p>Mr. Sandeep Dhasmana Noida – 201301 UP M: + 91 9871393484 E: dhasmas@gmail.com</p> | <p>Ms. Nupur Pandey Sohna Road , Gurgaon 122018 M: + 91 9810861167 E: pnupur@gmail.com</p> |
| <p>Mr. Chetan Sharma NOIDA – UP 201301 M: + 91 9810138520 E: chetancri@yahoo.com</p> | <p>Mr. C.P. Malhotra Officer (Ice Cream Plant) Mother Dairy, Delhi-110092 M: + 91 - 999457430 E: chander.malhotra@motherdairy.com</p> |

| | |
|--|---|
| <p>Mr. Anshuman Shukla Delhi -110092 M: + 91 9910030937, 9873508703 E: anshuman.shukla@hotmail.com</p> | <p>Mr. Viteshver Tyagi QA Department, Asian Paints Ltd Greater Noida, U.P. 203207 M: + 91 9268504593, 9268504598 E: rpvitesh@gmail.com</p> |
| <p>Mr. Md. Dastagir QA Department, Asian Paints Ltd, Noida - U.P. 203207 M: + 91 9891717820 E: infodastagir@gmail.com</p> | <p>Mr. Shantanu Sinha, Engineer-CQA, NTPC Ltd, Noida-201307. + 91 9650992323 E: shantanusinha@ntpceoc.co.in</p> |
| <p>Mr M P Singh General Manager (NR) Pawan Hans Helicopters Ltd, New Delhi M: + 91 9818611993 E: mp.singh@pawanhans.co.in</p> | <p>Mr. Dileep Kumar Dixit Manager (QA & I), NTPC, Noida-201301 M: + 91 9650994700 E: DD006948@GMAIL.COM</p> |
| <p>Mrs Bhupinder Kaur Sectl Officer (P&HRD) Pawan Hans helicopters Ltd, Noida 201 301 M: + 91 9899352464 E: bk.arora@pawanhans.co.in</p> | <p>Ms. Ashima Chauhan Indraprastha Apollo Hospital, Delhi-110096 M: 9818674113 E: ashimachauhan08@gmail.com</p> |
| <p>Mr. Himanshu Shrivastava DGM (Engg) Pawan Hans Helicopters Ltd, Mumbai 400 056 M: + 91 9833690152 E: himanshu.srivastava@pawanhans.co.in</p> | <p>Mr. Tanouj Mathur Quality Inspector Meerut - 250005. (M) 09552533006; 0121-6541979. E- tanoujmathur.gmp@gmail.com</p> |
| <p>Mr. Shashank Rege Deputy Manavger - QA C\o Albert David Ltd. Ghaziabad (U.P.), Pin : 201003. M: + 919582504839 Email: shashankrege22@yahoo.com</p> | <p>Dr. M G Sinha Head, Insilco Limited, Gajraula 244 223 Distt. J P Nagar (UP) M: + 91 09927991637 E: m.g.sinha@evonik.com</p> |
| <p>Mr. Maharaja Himandu Upadhyay Becton Dickinson India Pvt. Ltd. Bawal, Distt: Rewari (Haryana) M: + 91- 08053011984 E: mhu_ibs@yahoo.com</p> | <p>Mr. Amit Kumar Batabyal Assistant Manager, QAQC Cell Jindal Steel & Power Limited, Kharsia Road Raigarh – 496001 (C.G.) M: + 91 09827477654 E: batabyal_amitk@yahoo.co.in</p> |
| <p>Mr. Lokesh Mandloi Manager, QAQC Cell Jindal Steel & Power Limited, Kharsia Road Raigarh – 496001 (C.G.) M: + 91 9827477122 E: lokeshmandloi@yahoospl.com lokesh@jspl.com</p> | <p>Mr. Shahnawaz Ahmad Associated Construction & Investment Co. LLC New Delhi – 110025 M: 9953515223 E: shahnawaz@asconuae.com</p> |
| <p>Ms. Rashmi Chaudhuri Pearson VUE NOIDA (UP)-201301 Tel +91-120-4001600; M: 9910890004 E: rashmi.chaudhuri@pearson.com rashmi.chaudhuri@hotmail.com</p> | <p>Ms. Gurpreet Kaur Impetus Consultancy Pvt. Ltd New Delhi-110008 M : + 91 9818822033 E: leo.kpadam@gmail.com</p> |

| | |
|--|--|
| <p>Mr. Manish Kumar Asian Paints LTd Greater Noida - Uttar Pradesh M: + 91 9910626346 E: mani.rk18@gmail.com</p> | <p>Ms. Ruchi Saun Quality Manager Espire Infolabs Pvt. Ltd, New Delhi - 110044, M: + 91 9899513117 E: ruchiasra@gmail.com</p> |
| <p>Mr. Pankaj Kr.Mishra Consultant P.S. Solutions & Service, Ghaziabad U.P. M: 91 9873141999, 9311167960 E:: er.pankajmishra9@gmail.com</p> | <p>Mr. J.N.Saxena GM (E-QA&TS) NACIL, New Delhi-110001 M: + 91 09811260797 E: gmqatshqrs@gmail.com</p> |
| <p>Ms. Divya Garg Quality Analyst, Fortis Healthcare Ltd, New Delhi M: + 91 -.9650515033 E: divya.garg@rediffmail.com</p> | <p>Mr. Rana Pratap Sr. Technical Officer, Horizon Aircraft Maintenance Repair & Overhaul Gurgaon -122001, Haryana Ph: 0124-4389789 to 4389798 (M) 9899236166 E:: ranapratap20@rediffmail.com</p> |

FACULTY

| | |
|---|---|
| <p>Mr.S.C. Arora Principal Consultant FICCI Quality Forum Federation of Indian Chambers of Commerce and Industry Federation House, Tansen Marg, New Delhi-110001 Ph: 011-23359735,011-23739947 Email: scarora@ficci.com</p> | <p>Maj. Gen. S. Rishi (Retd.) Sr. Consultant FICCI Quality Forum Federation of Indian Chambers of Commerce and Industry Federation House, Tansen Marg, New Delhi-110001 9811238660 Email: srishi37@gmail.com</p> |
|---|---|