

# ISO 9000 INTERNAL AUDITOR TRAINING COURSE

Quality Management System Internal Auditor Training course based on  
ISO 9001: 2008



Certificated by  
**FICCI QUALITY FORUM**

January 11 - 12, 2013  
at



**FICCI, NEW DELHI**

## 1. COURSE OBJECTIVE

The course will enable the delegates to:

- To understand quality management concepts and principles in the best possible and most practical manner
- To correctly interpret each requirement of ISO 9001 and how does it apply to the business processes of an organization
- To effectively plan and conduct internal audit with a view to improving effectiveness of Quality Management System (QMS) and add value to the organization.
- To effectively implement and maintain QMS of an organization

## 2. YOU SHOULD ATTEND THIS COURSE IF:

- ✓ You wish to become competent internal auditor for QMS.
- ✓ You are in process of implementing QMS in your organization.
- ✓ You are involved in assessment of QMS of your suppliers or potential suppliers.
- ✓ You are or wish to be a consultant of QMS.

## 3. RECOGNITION

This course is approved by FICCI Quality Forum. The core design of this course is based on ISO 19011:2011 guidelines for auditing management systems and uses ISO 9001:2008 as auditing criteria.

## 4. TRAINING METHODOLOGY

- Classroom training through the combination of presentations by tutors, practical exercises, group activities, case studies, handouts etc and continuous assessment through written exercises
- Written examination

## 5. CERTIFICATE

The participants will be issued certificate by FICCI Quality Forum based upon the results of continuous assessment and written examination conducted at the end of the course.

## 6. COURSE ORGANISATION, SCHEDULE & REGISTRATION PROCEDURE

The course is of non-residential nature and is of 2 days duration. It starts at 0900 hrs and goes up to 1800 hrs daily.

**Course Fee: Rs. 8000/- + Service Tax (@12.36%)**

### Fees include:

- Training kit, course material comprising of delegate manual, handouts, exercises, case study, sample audit scenarios, substantial reference information etc
- Written examination, evaluation of answer papers and issuance of certificate
- Lunch, coffee/tea, snacks etc

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

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You may also send 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" at the above mentioned address for registration.

*The seats in the course are limited to maximum 25 and are allocated on first-come-first serve basis.*

## 7. COURSE DATES

**January 11 – 12 (Friday, Saturday), 2013**

## 8. COURSE VENUE

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

## 9. ABOUT OUR 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 ISO 9000 Lead Auditor Courses as Lead Faculty till date in India and 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 FQF and has also provided consultancy to multinational, large, medium and small companies in India and abroad for effective implementation of the ISO 9001 based QMS both in manufacturing and service sector. He is also the member of ISO/TC 176 national mirror committee of BIS, responsible for providing India's comments on development/revision of ISO 9000 family of standards.

## 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. Highlights of feedback of past participants of our ISO 9000 Lead Auditor Training program are mentioned below. In addition we also provide training on Six Sigma Green and Black belt certification, training on Leadership, Organizational Excellence, Creativity and Innovation etc.

## 11. VIEWS OF PAST PARTICIPANTS

Some of the comments on our ISO 9000 lead auditor 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 programs I have attended so far excellent tutors.
- ☞ Teaching method was excellent. Still can't believe that whole ISO 9001:2008 covered and understood so well in 5 days.

### Note :

If you wish to verify about quality of our training courses you may contact any of our recent past participants whose contact details are given at the end of this brochure.

## 12. COURSE CONTENT

- Concepts relating to Quality and Quality Management System
- Evolution of Quality Management
- Development of ISO 9000 series of standards
- Explanation of ISO 9001:2008 requirements
- What is Audit, its purpose and benefits?
- Type of Audits; major players on audit, their role and responsibilities
- Process approach audit
- Opening Meeting
- Auditor and Auditee Tactics
- Detailed planning and preparation of checklist
- Methods for collecting objective Evidence
- Interviewing and Questioning Techniques
- Positive and negative qualities of Auditors
- Conducting Audit
- Art of writing & reporting non-conformities
- Audit report preparation
- Closing Meeting
- Corrective action process and closer of non conformities

*Exercises on above*

## LIST OF PARTICIPANTS OF ISO 9000 LEAD AUDITOR COURSES FROM RECENT PAST

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