

IRCA APPROVED ISO 9001:2008 AUDITOR/LEAD AUDITOR TRAINING COURSE

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



Organized by:

FICCI QUALITY FORUM

265th Course : Apr 07 – 11, 2014

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 THIS COURSE IF:

- You require detailed knowledge of quality auditing process.
- Your job involves assessment of suppliers and potential suppliers.
- You are responsible for managing the internal quality audit function within your organization.
- You are involved in preparing their organization 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

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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 Auditor/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. 21,850/- per participant plus 12.36% Service Tax (Total Rs 24,551/-)

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 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 a specialized division of Federation of Indian Chambers of Commerce and Industry (FICCI) set up with main objective to sharpen the competitive edge of the Indian Industry. FQF provides training, consulting and research services focused on enhancing the quality quotient of clients and partner organization. FQF provides a full range of training programs on effective implementation of national and international management systems standards to support all learning needs from initial understanding to certification as Lead Auditor.

FQF retains a pool of highly qualified, experienced and best in class trainers for course delivery and provides both open house as well as in house courses. For the past 20 years FQF has conducted **over 350 IRCA U.K. approved Auditor/Lead Auditor training courses** in collaboration with Nigel Bauer and Associates (NBA), UK, for ISO 9001 Quality Management Systems (QMS), ISO 14001 Environment Management Systems (EMS), OHSAS 18001 Occupational Health and Safety Management Systems (OH&SMS) and ISO 22000 Food Safety Management

Systems (FSMS).

In addition we also provide FICCI certified trainings on Energy Management Systems based on ISO 50001, Laboratory Management Systems based on ISO/IEC 17025, training on Six Sigma certification, Life Cycle Assessment, CDM, Project Management etc. We also provide consultancy support on the effective implementation of above management systems leading to certification/accreditation.

11. COURSE DATE

Apr 07 – 11, 2014

12. 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: fqf@ficci.com
or
mritunjay.kumar@ficci.com

13. COURSE CONTENT

1.0 Introduction

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

2.0 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

3.0 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

4.0 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

5.0 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

6.0 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

Some Comments from participants of ISO Training Programs conducted by FICCI

- 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 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.
- I had wonderful experience which is full of knowledge and information which will not only help in my professional life but also personal life.
- Program 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.
- 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 deliberations by the Lead Faculty were the best thing. His pace & pitch during the entire course was constant which led to good learning.
- Lively presentation, healthy interaction and professional approach.
- The course was imparted in a very cordial manner and with full involvement. Shall wait for more opportunities to attend more courses in future.
- The friendly and tension free environment created by the trainers.
- Calmness of trainers in answering all the queries.

LIST OF PARTICIPANTS OF PREVIOUS ISO 9000 LEAD AUDITOR COURSES

<p>Ms. Jyoti Singh Sr. Technical Officer Air one Aviation (P) Ltd. New Delhi M: 09891457237 E: Jyoti.singh@airone.in</p>	<p>Mr. Amit Kumar New Delhi M: 08512030117 E: amit.kr.bkcc@gmail.com</p>
<p>Mr. Anant Shrivastava Jaipur Rajasthan M: 08003993463 E: anantshrivastava08@gmail.com</p>	<p>Mr. Ravish Sharma Fidelity Information Service Gurgaon Haryana M: 09871374598 E: ravishsharma2k4@gmail.com</p>
<p>Mr. Rajan Varshney DGM, PE-Barh-TF NTPC, Noida, Uttar Pradesh M: 096509 91287 E: rvarshney@ntpceoc.co.in</p>	<p>Mr. Murali Srinivas VP – TQM Elcom Innovations Pvt. Ltd, Noida Uttar Pradesh E: murali@elcominnovations.com</p>
<p>Mr. Bighneswar Patra Technip KT India Ltd., Noida Uttar Pradesh M: 095823 02052 E: BPatra@technip.com</p>	<p>Mr. Saurabh Kumar Gautam Arhata Biotech Pvt. Ltd, Noida Uttar Pradesh M: 095993 54511 E: saurabhhey@gmail.com</p>
<p>Ms. Sneha Singh Aristotle Consultancy Pvt. Ltd. New Delhi M: 081306 77003 E: sneha83singh@gmail.com</p>	<p>Ms. Shikha Nayyar Philips Electronics, New Delhi M: 098181 85623 E: shikhanayyar1990@gmail.com; Sn539@drexel.edu</p>
<p>Mr. Tejaswi Waghmare DCDE – Hydro Engg, NTPC, Noida Uttar Pradesh M: 096509 91488 E: tejaswi@ntpceoc.co.in</p>	<p>Mr. M. N. Islam Terna Qatar M: 080844 60683; +974702 19863 E: nasr_parsons@yahoo.co.in</p>
<p>Mr. Zuhaib Ahmed Nuberg Engg. Ltd, Noida Uttar Pradesh M: 099118 76676 E: zuhaib8667@ymail.com</p>	<p>Mr. Pradeep Jain DCDE – Hydro Engg. NTPC, Noida, Uttar Pradesh M: 099118 76676 E: jain98@ntpceoc.co.in</p>
<p>Mr. Amit Saini AHA, P.D. U. Medical College & Hospital, Rajkot Health & Family Welfare Dept. Govt. of Gujarat M: 090166 30366 E: amitsaini.mech@gmail.com</p>	<p>Dr. Ashutosh Goel AGM – R&D Somany Ceramics Ltd. T: 01276-241001 (Ext: 504) M: 09050002593 E: research_dev@somanytiles.co.in</p>
<p>Ms. Deepti Gupta Technip KT India Ltd. T: 0120 – 4301652 E: dgupta@technip.com</p>	<p>Mr. Praveen Kumar Srivastava T: 011-24654247 M: 098107 10520 E: prkr1970@yahoo.com</p>

<p>Mr. Pramod Kumar Dubey Technip KT India Ltd., Noida Uttar Pradesh T: 0120 – 4301652 E: pkdubey@technip.com</p>	<p>Mr. Banish K. Jha Sr. Manager – CQA, NTPC T: 0120 – 3316290 M: 09650991809 E: banish@ntpceoc.co.in</p>
<p>Mr. Neeraj Rupauliha Technip KT India Ltd, Noida Uttar Pradesh T: 0120 – 4301652 E: nrupauliha@technip.com</p>	<p>Mr. Atul Paranjape, G.M. QA, QC Larsen & Toubro, Mumbai M: 9870437840 E: atul.paranjape@larsentoubro.com</p>
<p>Ms. Zita Vargas Contreras Food Engineer Santiago Chile E: zitavargas@gmail.com</p>	<p>Mr. Hardeep Singh Pavilions and Interiors (I) Pvt. Ltd., Noida, T: 0120-4513400; M: 9717766799 E: hardeep.pni@gmail.com</p>
<p>Mr. Roomesh Garg Moser Baer, Greater Noida M: 9312125812 E: roomeshgarg@sify.com</p>	<p>Mr. Rehan Ahmad Consultant, Middle East M: 9897273804, +974-70219923 E: rehan_188@yahoo.co.in Terna.rehan@gmail.com</p>
<p>Ms. Annapurna Tripathi Pavilions and Interiors (I) Pvt. Ltd., Noida T: 0120-4513400 M: 9310159115</p>	<p>Mr. Sumantu Chhabra Moser Baer, Noida M: 9958299028 E: sumanta@gmail.com</p>
<p>Mr. Avnish Mishra Ex NAVY Officio, Ghaziabad M: 8745997591 E: m.avnish@gmail.com</p>	<p>Ms. Sudha V. Gopinath Deputy Quality Manager & Incharge – Blood Product Lab National Institute of Biologicals (MOHFW) M: 9810710056 E: sudhagopinath@rediffmail.com</p>
<p>Dr. Reba Chhabra Head – Immuno Diagnostic Kit Lab National Institute of Biologicals (MOHFW) M: 9811215521 E: rchhabra@nib.gov.in</p>	<p>Mr. Kuldeep Singh Yadav Head (HR) Aravali Infra Power Ltd, Gurgaon, Haryana M: 8447732315 E: kuldeephrd@gmail.com</p>
<p>Mr. Manvendra Singh Senger, Manager QA Jubilant Life Sciences Ltd, Gajraula, Uttar Pradesh M: 91-9639003233 E: manvendra_senger@jubl.com</p>	<p>Ms. Nitasha Khatri Gujarat Environment Management Institute (GEMI) Gandhinagar Gujarat M: -09408635040. E: nitashakhatri@rediffmail.com</p>
<p>Ms. Simaba Jadeja Gujarat Environment Management Institute Ahmedabad, Gujarat M: 9586268371 email-simajadeja@gmail.com</p>	<p>Dr. Minal Shukla Asst. Quality Manager Sarvodaya Hospital and Research Center, Faridabad, Haryana M: +91-9717779560 E: shukla.minal@gmail.com</p>
<p>Ms. Merily Abraham, Asian Institute of Medical Service , Faridabad M: 09650099182 E: merilyabraham@gmail.com</p>	<p>Mr. Raj Kumar Singh, Moser Baer Delhi-110091 M: 9911729174 E: rajmits.mbil@gmail.com</p>

<p>Ms. Barsha Das New Delhi M: 9555132485 E: barsha20000@gmail.com</p>	<p>Mr. Prashant D. Nikhade Borouge (India) Pvt. Ltd., Mumba M: 9820063165 E: prashant.nikhade@borouge.com</p>
<p>Mr. Krishnaraj Das Mumbai: 400093. M: 09022734992 E: krishnaraj.das@gmail.com</p>	<p>Ms. Shalu Bansal New Delhi M: 8527840980 E: shalubansal1234@yahoo.com</p>
<p>Mr. Vishal Kumar INDIGO, New Delhi M: 9953540037 E: amrendra.kumar@goindigo.in</p>	<p>Mr. Prince Badyal Maruti Suzuki India Ltd, Gurgaon, Haryana M: 9999034889 E: prince.badyal@maruti.co.in</p>
<p>Mr. Amrendra Kumar INDIGO Engineering Office, New Delhi M: 9953540037 E: amrendra.kumar@goindigo.in</p>	<p>Mr. Hari Murti Yadav Moser Baer India Ltd, Greater Noida M: 9999239642 E: harimurti_yadav@yahoo.co.in</p>
<p>Mr. Rakesh Singh Freelance Consultant M: 9212255506 E: rakeshbhagwantsingh@gmail.com</p>	<p>Ms. Amrita Tripathi Datamatics Global Services Limited, Mumbai M: 8960557908 E: amritatripathi22@yahoo.co.in</p>
<p>Mr. Susanta Kumar Bhuyan Kiran Udyoga Pvt Ltd., Gurgaon Haryana M: 9818896940 E: susanta_bhuyan@yahoo.co.in</p>	<p>Mr. Har Pratap Singh Solar Industries (I) Ltd, Bhilwara, Rajasthan M: 9928932828 E: har.pratap@yahoo.in</p>
<p>Mr. Rajeev Jain, Moser Baer India Ltd, Greater Noida. Uttar Pradesh M: 9560693599 E: Jain.rajeev73@gmail.com</p>	<p>Dr. Priya Jaitly Mehta Fortis Hospital, Shalimar Bagh Delhi-110088 M: 9311187925 E: drpriyamehta003@gmail.com</p>
<p>Ms. Kanchan Mundhra Mundhra Chemicals Pvt. Ltd New Delhi - 110034 M: 8860681964 E: kanchan@mundhrachemicals.com</p>	<p>Mr. Ravi Narasimhan GCAS Quality Certifications India & UAE Tel: 011 - 45261824 M: 9818001116 E: nravi10@gmail.com</p>
<p>Dr.(Lt.Col.) Rahul Shukla Yashoda Superspeciality Hospital Kaushambi, Ghaziabad M: 9910855611 E: drrahulshukla@gmail.com</p>	<p>Mr. Krishna Kumar Jha Sahara Helicopters Sahara Prime City Ltd New Delhi-110037 M: 9312545087 E: krish_kjha@yahoo.com; sarahelicopters@gmail.com</p>
<p>Ms. Kanika Seth BC Management Services Pvt Ltd Noida-201301, Uttar Pradesh T: 0120-4584060 M: 9891982248 E: Kanika.Seth@britishcouncil.org</p>	<p>Mr. Vipin Singhal TUV SUD South Asia Pvt Ltd, New Delhi M: 9871979555 E: vipinsinghal_001@rediffmail.com</p>

<p>Mr. Sujoy Kumar Goswami Chandannagore West Bengal-712136 M: 9731842500 E: sujoykgoswami@gmail.com</p>	<p>Ms. Parul Wadhwa Management Consultant EXL Services, New Delhi-110065 M: 9810569338 E: wadhwa5parul@gmail.com</p>
<p>Capt. Manu Lath Astamurti Entertainment Private Limited Rohini, New Delhi - 110085 M: 9971031157 E: manulath@gmail.com</p>	<p>Mr. Pranoy Banerjee Win Medicare Pvt Ltd New Delhi M: 9582914624 E: pranoybanerjee@live.com</p>
<p>Ms. Jaswant Kaur Perfect Professional, Mumbai M: 9930872212, 9878266012 E: jaazz17@gmail.com</p>	<p>Ms. Nisha Sharma Defence Institute of Psychological Research (DIPR), DRDO Organization, Timarpur M: 9013805530 E: nisha_sharma343@yahoo.com</p>
<p>Mr. Amolak Sandhu Agilyst Consulting Private Limited Chandigarh M : 9888599557 E : amolak_sandhu@yahoo.com</p>	<p>Mr. Sunil Kumar Stellar Info, Timar Pur, New Delhi – 110054</p>
<p>Commander A. Sarabhai, NSTL, Vigyan Nagar, Vishakhapattanam-530027 Andhra Pradesh M: 9490744387 E: anshumali_sarabhai@rediffmail.com</p>	<p>Mr. Atul Bhardwaj Agilyst Consulting Private Limited, Chandigarh M: 9780818207 E: 30atual@gmail.com</p>
<p>Mr. Pawan Kumar Suzuki India Limited, Gurgaon Haryana -122015 M: 8800677169 / 9310109423 E: pawan.kumar.sinha@gmail.com</p>	<p>Mr. Vivek Sharma Quality Assurance Asian Paints India Limited, Noida Uttar Pradesh T: 0120-2344113 M: 9810774042 E: vivekzchem@gmail.com</p>
<p>Mr. Saurabh Sharma HCL Technologies Ltd, Noida 201301 Uttar Pradesh - 201301 M: 9958890680 E: mt_saurabh@rediffmail.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>Mr. Ankur Kaushik Sledge Hammer Oil Tools Pvt Ltd, Faridabad Haryana - 121005 M: 9958177838 E: ankur@sledgehammerasia.com</p>	<p>Mr. Minesh kumar Dutt, Glaxo Smithkline Ltd, Nabha, Punjab M: +91 9463053605 Mail: mineshkdutt@gmail.com</p>
<p>Mr. Sukhbir Singh QVC Certification Services Pvt Ltd Ambala City – 134003, Haryana M:+91 9215988404 / 9868457449 E: sspepl@rediffmail.com</p>	<p>Ms. Swati Makhija Delhi-110009 M: +91 9873334232 E: swatimakhija14@gamil.com</p>

<p>Ms. Kamakshi Sriram Evershine Millenium Paradise Kandivali (E), Mumbai 400101 M: +91 9920065195 Mail: kamakshi.shriram@gmail.com</p>	<p>Mr. Deepak Kumar Thapliyal Ghaziabad 201014, U.P. M: + 91 9810361706 E: deepakthaps@rediffmail.com</p>
<p>Wg Cdr PS Randhawa (Retd) Head Quality, Quickjet Cargo Old Udaan Bhawan, Domestic Terminal, IGI Airport New Delhi-110037 M: +91 8800112225 E:: ps.randhawa@quickjet.co.in</p>	<p>Mr. Amit HCL Technologies Ltd, Noida Uttar Pradesh - 201301 M: 9560400947 E: t-amit@hcl.com</p>
<p>Mr. J. P. Baruah, Assam Mineral Development Corporation Ltd., Guwahati - 781006. M: 91 9435048783 E: jpbghy@rediffmail.com</p>	<p>Mr. Arif Ahmad Khan, Stellar Information Systems, Gurgaon M: + 91 9910069938 E: arifahmad786@gmail.com arif.khan@stellarinfo.com</p>
<p>Ms. Neha Narula, Officer (CQA), Engineers Indi Ltd, Gurgaon M: + 91 9871558838 E: neha@eil.co.in</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>

Faculty

<p>Mr.S.C. Arora Principal Consultant FICCI Quality Forum Federation House, Tansen Marg, New Delhi-110001 T: 011-23359735,011-23739947 E: scarora@ficci.com</p>	<p>Maj. Gen. S. Rishi (Retd.) Sr. Consultant FICCI Quality Forum Federation House, Tansen Marg, New Delhi-110001 M: 9811238660 E: srishi37@gmail.com</p>
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