

## **Quality Management Systems Auditor/Lead Auditor - IRCA Certified**

*A 5-day IRCA certified QMS Auditor/ Lead Auditor Training Course - The aim of this course is to provide learners with the knowledge and skills required to perform external audits of management systems against ISO 9001, in accordance with ISO 19011.*

**IRCA Certified** - IRCA Course Certificate Number A17411

Presented by [Antaris Consulting](#)



### **BACKGROUND**

Quality Management Systems are best measured independently, using competent auditors with a good understanding of process auditing and the benefits and advantages businesses can gain through proper implementation of ISO 9001. In addition, when auditing suppliers against applicable QMS standards, it is necessary to represent your organisation in a professional, thorough and fair manner.

This course is designed to give learners the knowledge and skills to enable them to competently audit entire Quality Management Systems against the requirements of ISO 9001. The course presents the most up-to-date approaches to auditing and utilises case studies, workshops and accelerated learning to allow learners to apply and practise their knowledge and skills throughout all the main phases of the audit process.

### **COURSE OBJECTIVES**

By the end of this course successful learners will be able to:

- Describe the purpose of a quality management system and explain the 8 principles of quality management.
- Explain the purpose, content and interrelationship of ISO 9000, ISO 9001 and ISO 9004
- Explain the role of an auditor to plan, conduct, report and follow up a quality management system audit in accordance with ISO 19011
- Plan, conduct, report and follow up an audit in accordance with ISO 19011 and by interpreting ISO 9001 including ability to collect and analyse evidence, exercise objectivity and make decisions on the significance of observation made in accordance to relevant audit criteria

### **WHO SHOULD ATTEND**

The course has been designed for learners who intend to become practising auditors, and is suitable for individuals of any background -- manufacturing, service, public, or private sectors. It will be of particular interest to individuals who have responsibility for conducting external audits either as a single person or in a team, are managing the development and implementation of Quality Management Systems, and/or who want to enhance their auditing skills and knowledge.

Examples of functions who may wish to attend this course include;

- Staff involved in designing, implementing or managing quality systems
- Staff who have responsibility for internal, external and cross-audits
- Quality Managers/Engineers/Coordinators
- Those wishing to apply for IRCA QMS Auditor grades\*
- Departmental Managers and Supervisory staff, (e.g. Design, Engineering, Purchasing and Materials)
- Sub-Contractors and Suppliers who wish to gain an insight into customer audits (2nd Party audits) and how they can prepare for and facilitate these audits.

\*Successful completion of this IRCA certified QMS Auditor/Lead Auditor Training course will satisfy the training requirements for IRCA certification to all grades of Quality Management System Auditor, however, additional requirements apply. Please see IRCA website, [www.irca.org](http://www.irca.org)

## ENTRY REQUIREMENTS

**Please note that IRCA recommend that learners have knowledge of the requirements of ISO 9001 before they start this course.**

As the course focuses on the ISO 9001 (International QMS Standard) it would be desirable, if learners have an understanding of this standard before the course commences.

Delegates will be provided with a pre-course introduction to ISO 9001 in advance of attending the course. The IRCA exam is quite challenging with a pass mark of 70%. To achieve a pass mark requires a good understanding of the ISO 9001 standard.

Fluency in spoken and written English is an entry requirement for this course.

## COURSE PROGRAMME

Throughout the course the following content will be covered in detail;

- Introduce the purpose and benefits of a Quality Management System, evolution of the ISO 9000 series of standards, the continuing development process of these standards and key ISO 9000 series related concepts and terminology.
- The 8 Quality Management Principles, their applications and potential benefits.
- Explain the structures, purpose, content and interrelationship of ISO 9000, ISO 9001, ISO 9004 and ISO 19011 and the difference between auditable standards and guidance documents.
- Discuss and explain the requirements of the ISO 9001:2008, use ISO 9004:2009 and the 8 Quality Management Principles, where appropriate, for illustration and to enhance understanding.
- Explain the benefits and approaches of documentation, circumstances of exclusion of the ISO 9001:2008 requirements and the Process-based Quality Management system Model.
- Describe the certification/registration and accreditation processes, types of audits (1st, 2nd and 3rd party) and the differences between legal compliance and conformance with ISO standards.
- How to plan and prepare QMS audits based on the "Process Approach" including the ability to develop and use Checklists and Process-based Audit Plans, using appropriate information gathered during the document review and/or stage-1 audit.
- How to Conduct, Report and Follow-up QMS audits based on the "Process Approach" including various Audit Methodology, Questioning Techniques, Roles and Responsibility in order to collect and analyse evidence, exercise objectivity and make decisions on the significance of observation made in accordance to relevant audit criteria.
- Outline IRCA Auditor Certification requirements.

This course necessitates some evening work. For those who are attending the course on a non-residential basis we must stress that the course is very intense and team based activities extend to each evening (see course times); learners must be prepared for these long hours.

## COURSE MANUAL

A comprehensive manual will be presented to all learners. This manual contains copies of the course presentation slides with lots of additional notes and reading material. This manual proves to be an excellent source of reference after the course.

## COURSE ASSESSMENT

Learners are assessed throughout the course by continual assessment and then by a written examination at the end of the week.

Continual assessment is based upon the student's participation and demonstrable performance during the exercises, role-plays, case study and question & answer sessions. It is essential that learners take an active part in all course activities during the week in order that the tutor can make a full assessment of the student's performance. Feedback on individual student's performance will be provided (confidentially) during the week. Please note it is essential for learners to be in attendance for the full course.

The written exam is 2 hours duration. It is an open book exam. Copies of the course manual, any personal notes made by learners during the course, an appropriate dictionary (not provided) plus a copy of the ISO 9001:2008 Standard may be taken into the examination. For those learners whose first language is not English additional time may be given, and the use of bilingual dictionary will be allowed (not provided). Learners requiring any special accommodations, please contact SQT.

***The minimum pass mark for the examination is 70%.***

Exam Results will be issued 8 weeks after course completion.

## COURSE PRESENTER

This course is presented by our training partners [Antaris](#) who specialise in management systems training, consultancy and software solutions.

Their areas of expertise include Health & Safety, Quality, Environmental and Energy Management. In addition they also have expertise in Accessibility. As active consultants, they bring a wealth of practical experience and extensive knowledge of a wide variety of sectors and industries to each training programme.

Established in 1994, Antaris has built a reputation for being practical and customer-focused through an impressive client base in both the private and public sectors. Antaris has also developed the highly successful Pegasus Legal Register, an innovative software solution to help companies assess their legal requirements in the area of Environment and Health & Safety. A large number of leading Irish and UK companies are now using this Antaris service.

Antaris itself is certified to ISO 9001, ISO 14001 and OHSAS 18001 and is also an IRCA certified training organisation, certificate number AO17237. All tutors on this course meet IRCA's requirements as Lead QMS Auditors and have extensive experience in both the standard and in QMS auditing.

## TRAINING METHODOLOGY

This classroom-based course is highly interactive. All courses use Accelerated Learning techniques allowing learners to maximise their own learning styles and also allowing good interaction and student-to-student knowledge sharing. Courses use PowerPoint slides and other multimedia where appropriate e.g. Video, DVD. Practical examples are given throughout the course.

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| Course Dates & Venues<br>See attached Calendar | Course Times<br>9am-6.30pm (Day 1 to 4)<br>9am-1.00pm (Day 5) | Public Course Cost €1,250<br>(includes course documentation, lunch and refreshments) |
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