



شركة آيزو بحرين كونسلتنسي سيرفيسيز ذ.م.م
ISO BAHRAIN
CONSULTANCY SERVICES Co. W.L.L

Quality Management Systems

ISO 9001:2008 Lead Auditor Course Agenda

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Day 1

Time	Topic
Start Day1 8:00 am	Introduction
	Participant introductions
	Overview of course structure and learning objectives
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	Overview of course structure and learning objectives
Morning Break 10 – 10:15 am	Explain the principles and concepts of quality, quality management and quality management systems
	Describe the fundamentals of quality management and the ISO 9000 series of standards.
	Explain the 8 principles of quality management
	Explain the elements of the PDCA cycle and process approach
Lunch 12:45 to 1:45 pm	Apply the PDCA cycle to a simple process
	The ISO 9000 Series: Explain the relationship between ISO 9000, ISO 9001 and ISO.
	Define terminology included in the ISO 9000 series of standards
Evening break 4 to 4:15 pm	Show structure of ISO 9001 within the process model for management
	Explain the intent of the requirements in ISO 9001 – Clause 4
	Explain the intent of the requirements in ISO 9001 – Clause 5
	Explain the intent of the requirements in ISO 9001 – Clause 6
	Explain the intent of the requirements in ISO 9001 – Clause 7
Finish Day1 5:30 pm	Explain the intent of the requirements in ISO 9001 – Clause 8
	Explain some organizational benefits of a quality management system
	Wrap-up Day 1

Day 2

Time	Topic
Start Day2 8:00 am	Welcome back and review of Day 1
	Review of Day 1 objectives and topics
	Outline typical audit activities and Introduce ISO 19011
	Define audit terms
Morning Break 10 - 10:15 am	Identify different types of audits
	Overview of Process Auditing and ISO 19011
	Planning the Audit Program:
Lunch 12:45 to 1:45 pm	Managing an Audit Program
	Audit Activities
	Initiating a audit
	Describe attributes, competence, roles, and responsibilities
	Documentation Review (Stage 1 audit)
Evening break 4 to 4:15 pm	Audit Planning
	Prepare work documents
	Introduce on-site (Stage 2) activities
Finish Day1 5:30 pm	Wrap up Day 2

Day 3

Time	Topic
Start Day 3 8:00 am	Welcome back and review of Day 2
	Review of Day 2 objectives and topics
	Conduct an opening meeting
Morning Break 10 - 10:15 am	Collect and verify audit information
	Audit questioning techniques
Lunch 12:45 to 1:45 pm	Gathering and verifying information,
	Taking notes and handling difficult situations
	Introduction of audit findings and nonconformities
Evening break 4 to 4:15 pm	Role Play
	Q & A interactive video
	Practice interview and audit techniques
Finish Day3 5:30 pm	Wrap up Day 3

Day 4

Time	Topic
Start Day 4 8:00 am	Welcome back and review of Day 3
	Review of Day 3 objectives and topics
Morning Break 10 - 10:15 am	Generate audit findings
	Prepare audit conclusions
Lunch 12:45 to 1:45 pm	Write an audit report
	Conduct a closing meeting
Evening break 4 to 4:15 pm	Conduct audit follow up
	Sample Exam
Finish Day4	Wrap-up Day 4

Day 5

Time	Topic
Start Day 5 8:00 am	Review of Day 4,Day3,Day2 & Day1
	Q & A interactions
Morning Break 10 - 10:15 am	Introduction to the exam
	Answering techniques
Exam 10:30 am to 12:30 pm	Exam start
	End of course

Note : Two short breaks will be taken at suitably convenient times in the morning and afternoon. An hour will be given for a lunch break. Additional breaks may be taken as long as agreed by delegates and tutor, and all learning objectives are met.