



ISO 9001:2015

Auditor Transition (live)

COURSE SYNOPSIS

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Introduction

The course is designed for auditors who have knowledge of ISO 9001:2008 and wish to gain insight on how to interpret and audit the ISO 9001:2015 version of the standard. Each clause of the standard is interpreted, followed by an explanation of an audit approach to the related clause. Particular emphasis is focused on, strategic analysis and the context of the organisation, risk based thinking and business process management.

Course outcomes:

- Audit ISO 9001:2015 requirements.
- Understand the fundamental changes from ISO 9001:2008.
- Appreciate the tools used to establish the context of the organisation.
- Assess risk management techniques, as used to apply risk-based thinking to a quality management system.
- Understand business process management and the use of the process approach in quality management systems.

Who should attend:

- Auditors with existing knowledge of ISO 9001:2008 with a need to upgrade their skills and understanding to audit conformance with the requirements of ISO 9001:2015.
- Portfolios with responsibility for business assurance.
- Personnel responsible for internal or supplier audits

Benefits include:

- Material is developed by registered lead auditors serving on ISO/TC 176 committees, input to course design is also from literature review of ISO/TC 176 observing member bodies.
- In-depth understanding of the new standard and how it should be audited.
- Broad view of how conformance may be achieved.
- Examples of tools and templates used for identification of context, risk and opportunity identification, action plans and response to requirements for QMS processes.
- Live online presentations, in the format of a webinar, allows for the course to be taken from any location and questions can still be asked on-the-fly.

Information delivered in presentations is supplemented by written notes, pro-forma templates, registers and plans.

Learning modules and assessments are delivered in four segments of approximately 3 hours per day. This duration includes presentations, participation in exercises and interactive discussions.

A facilitator interacts with the class online to assess teamwork, progress of candidates, and answer questions. The class is also able to collaborate online in a secure environment under the guidance of the facilitator.

The ISO 9001:2015 standard is not provided as part of the courseware and should therefore be obtained from your national standards body or from www.iso.org

Learning is reinforced with exercises and assessments and result in one of two certificates. A 70% aggregate or more will receive a certificate of successful completion. A final aggregate of less than 70% will receive a certificate of participation.

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Timeline

Day 1

Time	Duration	Topic	Description
Per advertised start time	15 min	Introduction	Introduction of facilitator, administrative arrangements, structure of notes and technical guidance.
+ 15 min	40 min	Module 1	Introduction to ISO 9001:2015 and interpretation with audit approach to: <ol style="list-style-type: none"> 1. Scope 2. Normative references 3. Terms and definitions Systems theory.
+ 55 min	45 min	Exercise 1	Establishing context – external factors
+ 1 hour 40 min	15 min	Exercise 1 feedback	Group feedback and discussion of model solution.
+ 1 hour 55 min	30 min	Module 2	ISO 9001:2015 interpretation with audit approach to: <ol style="list-style-type: none"> 4. Context, scope and processes
+ 2 hours 25 min	30 min	Workshop 1	Facilitated identification of activities within a commonly understood business process.
+ 2 hours 55 min	5 min	Q&A	Open discussion to reinforce learning.
+ 3 hours		Close	

Day 2

Time	Duration	Topic	Description
Per advertised time	5 min	Recapitulation	Reinforcement of key topics from day 1, answers to further questions and allowance for class to connect.
+ 5 min	40 min	Module 3	Process management Concepts, terminology, symbols, attributes and the process approach to management.
+ 45 min	10 min	Demonstration 1	Process attributes presented in a bespoke template. Q&A
+ 55 min	30 min	Module 4	ISO 9001:2015 interpretation with audit approach to: <ol style="list-style-type: none"> 5. Leadership
+ 1 hour 25 min	30 min	Exercise 2	Multiple choice questions to reinforce learning from module 4.
+ 1 hour 55 min	15 min	Exercise 2 feedback	Discussion of exercise answers that require further explanation.
+ 2 hours 10 min	40 min	Module 5	Risk and opportunity management presentation and demonstration of Risk and Opportunity Register.
+ 2 hours 50 min	10 min	Q&A	Open discussion to reinforce learning.
+ 3 hours		Close	

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Day 3

Time	Duration	Topic	Description
Per advertised time	5 min	Recapitulation	Reinforcement of key topics from day 2, answers to further questions and allowance for class to connect.
+ 5 min	30 min	Module 6	ISO 9001:2015 interpretation with audit approach to: 6. Planning
+ 35 min	15 min	Exercise 3	Multiple choice questions to reinforce learning from previous modules.
+ 50	10 min	Exercise 3 feedback	Discussion of exercise answers that require further explanation.
+ 1 hour	30 min	Module 7	ISO 9001:2015 interpretation with audit approach to: 7. Support
+ 1 hour 30 min	20 min	Exercise 4	Review of documented information procedure.
+ 1 hour 50 min	40 min	Module 8	ISO 9001:2015 interpretation with audit approach to: 8. Operation (1)
+ 2 hours 30 min	15 min	Exercise 5	Multiple choice questions to reinforce learning from previous modules.
+ 2 hours 45 min	10 min	Exercise 5 feedback	Discussion of exercise answers that require further explanation.
+ 2 hours 55 min	5 min	Q&A	Open discussion to reinforce learning.
+ 3 hours		Close	

Day 4

Time	Duration	Topic	Description
Per advertised time	5 min	Recapitulation	Reinforcement of key topics from day 3, answers to further questions and allowance for class to connect.
+ 5 min	30 min	Module 9	ISO 9001:2015 interpretation with audit approach to: 8. Operation (2)
+ 35 min	15 min	Exercise 6	Multiple choice questions to reinforce learning from previous modules.
+ 50 min	10 min	Exercise 6 feedback	Discussion of exercise answers that require further explanation.
+ 1 hour	40 min	Module 10	ISO 9001:2015 interpretation with audit approach to: 9. Performance evaluation 10. Improvement Annex A & B
+1 hour 40 min	45 min	Exercise 7	Audit scenarios using ISO 9001:2015
+ 2 hours 25 min	30 min	Exercise 7 feedback	Discussion of Learner and model answers.
+2 hours 55 min	5 min	Q&A	Open discussion to reinforce learning and closing remarks.
+ 3 hours		Close	