



Delivering Excellence...



MQA Certified ISO 9001:2015 Lead Auditor

MASTERING THE AUDIT PROCESS OF A QUALITY MANAGEMENT SYSTEM (QMS) BASED ON ISO 9001:2015, IN COMPLIANCE WITH THE REQUIREMENTS OF ISO 19011:2018

SUMMARY

The purpose of this five-days course is to provide delegates with the knowledge and skills required to perform first, second and third-party audits of Quality Management Systems (QMS) against respective ISO 9001:2015 in accordance with ISO 19011:2018. This course will be delivered online or in-house with an experienced MQA Certified Instructor. This course enables delegates to plan and lead and ISO 9001:2015 effectively.

After the completion of training, a Certificate of Participation for 37 CPD (Continuing Professional Development) credits will be issued and after successfully completing the certification exam, a credential of MQA Certified ISO 9001:2015 Lead Auditor will be issued to the respective delegate in case fulfilling all needed criteria defined. In case of failure of the exam, delegates are allowed to retake the exam for free within 1 year.



WHO SHOULD ATTEND?

- Internal Auditors
- Quality Managers
- Members of a quality team
- Quality Management Systems team members of a company
- Technical Experts wanting to prepare for a ISO 9001 audit function
- Persons responsible for the ISO 9001 conformity in an organization
- ISO Professionals want to master the Quality Management System audit process

COURSE AGENDA

DURATION: 5 DAYS

Introduction to Quality Management System (QMS)

DAY 1

- Course Overview, Objective and Introduction
- ISO 9001:2015 Standard and its Framework
- Principles of QMS and PDCA Cycle
- Fundamental Principles of Quality Management System (QMS)
- Basic Requirements of a Quality Management System (QMS) including Annex SL

Audit Principles, Preparation and Auditor Roles & Responsibilities

DAY 2

- Fundamental Audit Concepts and Principles
- Risk Based Audit Approach and Audit Types
- Auditor Roles and Responsibilities
- Introduction of ISO 19011:2018 to Support Audit Approaches
- Audit Planning Activities
- Overview and Creation of Audit Checklist and its Preparation

Audit Execution Activities

DAY 3

- Opening Meeting
- Stage 1 Audit Activities
- Audit Process and Audit Sampling
- Creating Audit Test Plans
- Stage 2 Audit (on-site Audit) Activities

Audit Closing & Reporting

DAY 4

- Drafting Audit Findings and Non-conformity Reports (NCR) Closing
- Identification and Grading of Audit Findings
- Evaluating Action Plans by the Auditor(s)
- Managing an Audit Programme
- Competence and Evaluation of Auditors
- Audit Report Drafting and Follow-up
- Closing Meeting

Certification Exam

DAY 5

- Recap of Previous Sessions
- Practice Exam Paper
- Final Certification Exam

LEARNING OBJECTIVES

- ➔ Understand the purpose and operations of ISO 9001:2015.
- ➔ Understand how to interpret the requirements of ISO 9001:2015 in the context of an ISO 9001:2015 audit.
- ➔ Understand how to plan and lead an audit and audit team.
- ➔ Understand the Auditor's roles and responsibilities in accordance with ISO 19011:2018.
- ➔ Understand how to complete an effective audit using a structured and approved approach.
- ➔ Understand how acquire the competencies of an auditor to draft audit reports, and follow-up on an audit in compliance with ISO 19011:2018.



EXAMINATION

The “MQA Certified ISO 9001:2015 Lead Auditor” exam fully meets the requirements of the respective accreditation board(s) and MQA Examination and Certification Programme. The examination covers the following competency domains:

Domain 1: ISO 9001:2015 (QMS) Fundamental Principles

Objective of this competency domain is to ensure that the ISO 9001:2015 Lead Auditor candidate can understand, interpret and illustrate the concepts related to a Quality Management System (QMS).

Domain 2: Quality Management System (QMS) Requirements

Objective of this competency domain is to ensure that the ISO 9001:2015 Lead Auditor candidate can understand, interpret and illustrate the main concepts and components of a Quality Management System based on ISO 9001:2015.

Domain 3: Audit Planning Activities

Objective of this competency domain is to ensure that the ISO 9001:2015 Lead Auditor candidate can plan an audit and apply the main concepts and principles related to a QMS audit in the context of ISO 9001:2015.

Domain 4: Audit Execution Activities

Objective of this competency domain is to ensure that the ISO 9001:2015 Lead Auditor candidate can execute and handle a QMS audit appropriately in the context of ISO 9001:2015 and ISO 19011:2018.

Domain 5: Audit Closing Activities

Objective of this competency domain is to ensure that the ISO 9001:2015 Lead Auditor candidate can effectively close a QMS audit with the related stakeholders in context of ISO 9001:2015 and ISO 19011:2018.

Domain 6: Audit Reporting Activities

Objective of this competency domain is to ensure that the ISO 9001:2015 Lead Auditor candidate can report a QMS audit effectively and start the audit follow-up activities in context of ISO 9001:2015 and ISO 19011:2018.

Domain 7: Managing the ISO 9001:2015 Audit Program

Objective of this competency domain is to ensure that the ISO 9001:2015 Lead Auditor understands how to establish and manage the entire QMS audit program and smoothly deliver the results to related stakeholders.

- ⑤ The “MQA Certified ISO 9001:2015 Lead Auditor” exam is available in different languages and the complete list of languages can be found in the section of list of courses on MQA Academy website.
- ⑤ Examination Duration: 3 hours on the last day of course.
- ⑤ For more information about exam, refer to ISO 9001:2015 Lead Auditor exam on MQA Academy website.



CERTIFICATION

“MQA Certified ISO 9001:2015 Lead Auditor” certification will be issued to participants who successfully comply with all the other requirements related to the selected credential as given below:

Credential	Training	Exam	Total Experience	QMS Audit Experience
MQA Certified ISO 9001:2015 Provisional Auditor	MQA Certified ISO 9001:2015 Lead Training or Equivalent ¹	MQA Certified ISO 9001:2015 Lead Auditor Exam or Equivalent ¹	Minimum 2 Years of Total Experience	None
MQA Certified ISO 9001:2015 Auditor	MQA Certified ISO 9001:2015 Lead Training or Equivalent ¹	MQA Certified ISO 9001:2015 Lead Auditor Exam or Equivalent ¹	Minimum 5 Years of Total Experience	Minimum of 150 Hours of QMS Audit Experience
MQA Certified ISO 9001:2015 Lead Auditor	MQA Certified ISO 9001:2015 Lead Training or Equivalent ¹	MQA Certified ISO 9001:2015 Lead Auditor Exam or Equivalent ¹	Minimum 7 Years of Total Experience	Minimum of 250 Hours of QMS Audit Experience

¹ MQA may accept training and exam completion certificate from other authorized training provider only and final decision is with the respective MQA Committee.

GENERAL INFORMATION

- ② A student manual containing over 250 pages of information will be distributed to participants.
- ② Initial certification and exam fees are included in the price of ISO 9001:2015 Lead Auditor training and exam package.
- ② A certificate of participation for 37 CPD (Continuing Professional Development) credits will be issued to participant.
- ② In case of failure of the exam, participants are allowed to retake the exam for free within 1 year.