

## Agenda

### Day 1

- 8.00 a.m. Welcome and Introductions
- Module 1: Quality Management Fundamentals Review**
- Break
- Module 2: Quality Management Concepts**
- Activity 1 - Quality Management Principles
- Module 3: Auditing Quality Management Systems**
- Module 4: Auditing Clause 4 – Context of the Organization**
- 12.00 noon Lunch
- 12.45 p.m. **Module 4: Auditing Clause 4 – Context of the Organization *continued***
- Activity 2 – Determine Issues
- Activity 3 – Determine Evidence Requirements
- Module 5: Auditing Clause 5 - Leadership**
- Break
- Module 5: Auditing Clause 5 – Leadership *continued***
- Activity 4 – Auditing Leadership and Commitment
- Break
- Day 1 Knowledge Check
- 4.15 pm Review and close

**Day 2**

8.00 am Review Day 1

**Module 6: Auditing Clause 6 – Planning**

Activity 5 – Auditing Quality Objectives

Break

**Module 7: Auditing Clause 7 - Support**

Activity 6 – Auditing Resources

**Module 8: Auditing Clause 8 - Operation**

12.00 noon Lunch

**Module 8: Auditing Clause 8 - Operation *continued***

Activity 7 – Clause 8 Key Requirements: Determine Possible Evidence

Break

**Module 9: Auditing Clause 9 – Performance Evaluation**

Activity 8 – Auditing Quality Performance Evaluation Approach

**Module 10: Auditing Clause 10 - Improvement**

Day 2 Knowledge Check

5.00 p.m. Course Close

## Day 3 – Conducting and Leading Management System Audits

88.00 am	Welcome and Introductions
	<b>Module 1: ISO 19011 Overview</b> Activity 1 – Auditing Terms and Definitions
9:45 am	Break
10:00 am	<b>Module 2: Managing an Audit Program</b> Activity 2 – Scheduling Considerations
12 noon	Lunch
12.45 pm	<b>Module 2 continued</b> Activity 3 – Audit Objective, Scope, Criteria and Methods Activity 4 – Auditor Competencies Activity 5 – Selecting the Audit Team
	<b>Module 3: Audit Planning and Preparation</b> Activity 6 – Managing Audit Risks
2:45 pm	Break
3:00 pm	<b>Module 3 continued</b> Activity 7 – Determining Sources of Objective Evidence Activity 8 – The Audit Plan Activity 9 – Audit Work Documents
	End of Day 1 Knowledge Check
5.30 pm	Review and Close

## Day 4 - Conducting and Leading Management System Audits

8.00 am	Day 1 Review
	<b>Module 4: Conducting the Audit</b> Activity 10 – Develop 5 Strategies to Build Relationships Activity 11 – Personality Types
9:45 am	Break
10:00 am	<b>Module 4 continued</b> Activity 12 – Opening Meeting Activity 13 – Audit Interviews
12 noon	Lunch
12.45 pm	<b>Module 4 continued</b> Activity 13 <i>continued</i> Activity 14 – Nonconformity Statement Activity 15 – Closing Meeting
3:00 pm	Break
3:15 pm	<b>Module 5: Reporting Audit Outcomes</b> Activity 16 – Draft Audit Report Activity 17 – Corrective Action
	End of Day 2 Knowledge Check
5.30 pm	Review and Close