

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