



German Vocational Training Institute
Based on REFA Methodology Ltd.

OFFICIAL PARTNER OF
REFA
Group
Das Know-how.

DIN EN ISO 9001:2008

AUDITOR COURSE

DURATION 40 HOURS – GVTI ACCREDITED #. A-QMS

Prerequisites:

- Good knowledge of the principle of management system.
- Good knowledge of the reference international standard.
- Good knowledge of local standards and laws.
- Six months work experience (at least) in quality sectors.

Course description:

This course is designed to:

- Train potential Auditors in the principles and practices of assessment of Quality Management Systems for compliance with national and international standards.
- Install a positive attitude towards auditing skills developed by using audit techniques.
- Convey a mixture of lectures, practical exercises and a case study.
- Meet the requirements of ISO 9000:2005 change or current auditing practice changes.
- Provide a useful reference tool when you start to carry out audits after the course has been completed.

Course Materials:

- Pre-course assessment.
- Course manual containing all group discussions, exercises and workshop materials.
- Copy of current version of ISO 9001:2008.
- Copy of current version ISO 19011:2011.

Cairo Office:

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Mobile +20. 12 224 046 25 Fax +20. 2 227 398 26 Email: info@refa-egypt.com

Port Said Office:

Office # 05, 7 Hamdy& El-GomhoriaSt., El-Shark Dept., Port Said – Egypt
Mobile: +20.10 9242.689 – Phone: +20.66.3231.509



Learning objectives:

- Understanding of the correct use of terminology and vocabulary as used in ISO 9001:2008, ISO 9004:2009 and ISO 9000:2005.
- An understanding of the purpose of quality management systems.
- The ability to prepare, plan and perform effectively a due to current version of ISO 9001:2008 standard audit, according to the prescriptions of current version of ISO 19011:2011
- To identify the objective evidence which must be available to cover the requisites required by current version of ISO 9001:2008 standard.
- To identify the audit evidence, formalize correct non-conformity reports based on objective evidence, process and produce objective and constructive audit reports.
- Competent management of the auditing process in accordance with current version of ISO 19011:2011.
- To operate applying the sequential logic within the processes and their interactions.

Who should attend?

- Company personnel designated to perform first and/or second party audits on the Quality Management Systems in an organization.
- Company heads of coordination, management and implementation of the Quality Management Systems in an organization
- Designers and consultants for Quality Management Systems

Course contents:

- How to prepare the opening meeting
- How to prepare the closing meeting
- The recording of non-conformities
- Audit reports
- Evaluating Corrective Actions
- Continuous improvement
- Management for processes
- The 8 principles for Quality Management
- How to plan an audit
- The uses of check-lists
- How to organize the initial meeting
- How to conduct the audit

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***Certification:***

All participants will receive an attendance certificate. The participants passing the final exam will receive the **“Auditor/Lead Auditor Quality Management System”** certificate which is recognized internationally and meets the training requirement necessary for being registered as an auditor. Accreditation is given according to ISO 19011:2011.

Assessment Method:

Method of assessment depends on the following four factors:

1. Daily assessment (by short answer question) (10 marks)
2. Tutor continuous assessment (attendance, participation, performance and time keeping) (10 marks)
3. Assessment of learning objectives (exercises, workshop, role play) (10 marks)
4. Final exam (answering the questions paper) (70 marks)

Complaints and Appeals:

Any complaints or appeals against the final mark should be made in writing to the Course Manager at GVTI where it will be reviewed and responded to in writing.

Re-exam:

In the case where the student is allowed to sit the written test but does not obtain a score sufficiently high to pass, he/she will have the possibility to repeat the exam within 10 months of the date of the first exam.

Conditions to pass this course:

Participants must attend a minimum of 85% of the training hours and must gain 70% of total marks, with a minimum score of 40% of marks for every sector.

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Training Day Partitioning:

Time	Item
09.00:10.45	Lecture and practice # 01
10.45:11.00	Time of Continuous assessment #01(individual written exercise)
11.00:11.15	Tea Break
11.15:13.00	Lecture and practice # 02
13.00:13.15	Time of Continuous assessment #02 (workshop)
13.15:14.00	Lunch Break
14.00:15.45	Lecture and practice # 03
15.45:16.00	Time of Continuous assessment #03 (individual oral exercise)
16.00:16.15	Praying Break
16.15:17.30	Lecture and practice # 04
17.30:17.45	Time of Continuous assessment #04 (role play)
17.45:18.00	Learning Cycle Review

Course Schedule:

Day 1

- ISO in Brief
- Accreditation and Certification/Registration
- Overview of the current version ISO 9001:2008 standard series
- Eight Principles of Management
- Process Approach
- current version of 9001:2008 Structure and Requirements
- current version of ISO 9001:2008 Application
- Examination Debrief
- Statutory and Regulatory Requirements
- Terminology
- Statutory and Regulatory infrastructure and relationship with ISO Accreditation and Certification/Registration Bodies
- Keeping up to-date with statutory and regulatory requirements and different sources
- Checking for compliance
- Learning Cycle Review

Day 2

- QMS Documentation
- Documentation requirements and benefits, hierarchy and document types, systems
- Document review process
- Introduction to QMS Auditing

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- Terminology, Principles, Types of management system conformity audits and other audits
- Roles and responsibilities, auditor qualities and role of psychometric assessment tools
- Auditor life cycle
- Audit Roles and Responsibilities
- Audit Planning
- Initiating the Audit and Preparing for the on-site activities
- Developing an Audit Plan/Scope
- Developing Audit Protocols/Checklists
- Sample Examination Review
- Learning Cycle Review

Day 3

- Conducting on-site audit activities
- Opening Meeting
- Collecting and verifying information
- Evidence, Methods and Procedure for Gathering Evidence
- Writing Audit Findings
- Non-Conformities/Compliances/Opportunity for Improvements
- Review of Sample Examination
- Audit Team Performance and Communications
- Handling and Managing Obstacles Encountered
- Audit Findings and Audit Report
- Learning Cycle Review

Day 4

- Writing Audit Findings
- Writing the Audit Report
- Examination Preparation and Study
- Completing the Audit
- Audit Follow-Up Strategies
- Corrective and Preventive Action including audit finding closure
- Audit Follow-Up
- Closing/Exit Meeting
- Preparing for the Closing/Exit Meeting
- Examination Preparation and Study
- Learning Cycle Review

Day 5

- Closing/Exit Meeting
- Course Summary/Continuous Assessment Report
- Examination Instructions and Examination
- Course Evaluation Feedback

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