3-day Auditor Training Course

Typically for 'new' Auditors. For 'existing' see 2-day, page 3.

Course Contents

DAY 1—'Classroom'

- **Course / Delegates' Objectives**
- **Background to Standards**
- **The Process approach**
- **Integrated Frameworks, e.g. ISO14001**
- **Goal of Standard**
- **Support Documents, Guidance & Rules**
- **Scope & Application**
- **Management Systems**
- **Documentation requirements**
- **Strategy / Policy Deployment**
- **Process Analysis**
- **Key Performance Indicators**
- **Customer Satisfaction**
- **Customer Specific Requirements.**
- **Audit Process**
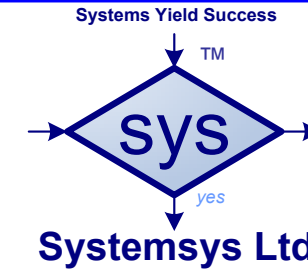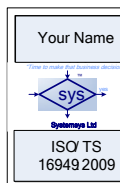- **Audit Planning**
- **Auditor Qualification Criteria**

DAY 2—'Classroom'

- **The detail of the standards; ISO9001:2008 or ISO/TS 16949:2009**
- **Audit Process**
- **Undertaking Case Study Audits.**
- **Audit Reports & Corrective Actions**

DAY 3—'Workshop'

- **Preparing to undertake an audit**
- **Undertaking Audit of Business Process**
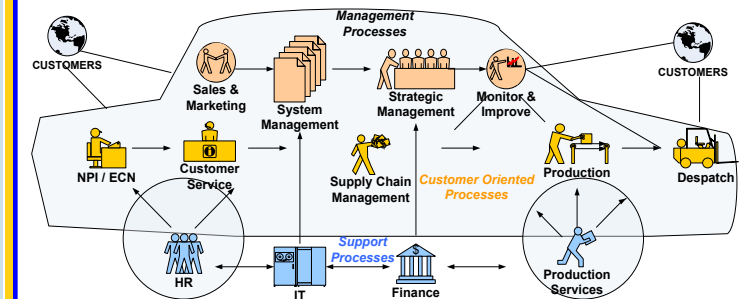- **Writing-up the audit**
- **Feeding back on the audit results**

   Certification against the above.

Auditor

Your Name

"Time to make that business decision"

sys ™

Systemsys Ltd

ISO/ TS
16949 2009

Systems Yield Success

TM

sys

yes

Systemsys Ltd

Internal Auditor Training

sys *wants to help you improve your business using the Process Approach **&** obtain third party Approval.*

This is done by providing Training, including for Auditors, see this brochure and Assessors & Consultancy Support, see separate brochures.

CUSTOMERS

Management Processes

Sales & Marketing

System Management

Strategic Management

Monitor & Improve

CUSTOMERS

NPI / ECN

Customer Service

Supply Chain Management

Customer Oriented Processes

Production

Despatch

HR

IT

Support Processes

Finance

Production Services

Example 'SYSTEM MAP' Showing 'Sequence & Interaction' of Key Processes

Products are delivered by professionals with competency in:
- *Third party assessment,*
- *Group management positions*
- *Training & qualifying third party assessors .*

We cover standards such as:
- *ISO9001:2008 & ISO/TS 16949:2009*

Contact us; sales@systemsys.co.uk *or the web.*

Alan Keffler.   07947 676705.

2 & 3 Day Auditor Training Overview

Auditor

Quality System & Process Auditors
covering the 'Quality' standards;
⇒ *ISO9001:2008 (General) or*
⇒ *ISO/TS16949:2009 (Automotive)*

'Open' or 'In-house' at your site for;
⇒ **2 days** *see page 3* **or**
⇒ **3 days** *see page 4*

Course Outline / Objectives
Gives new & existing Auditors the necessary information to undertake effective first & second party audits.
(Most of these courses allow you to obtain actual audit experience, undertaking real audits; for the in-house course they are against your audit schedule.)

" Delivered by a trainer who meets the Qualification Criteria defined in the Automotive certification scheme for ISO/TS 16949. Rules 3rd Edition."

FEEDBACK EXAMPLES *(see website for more.)*
*"Very Thorough, Well Presented,
 Very Knowledgeable Delivery."*

*"...Approach to Teaching to the
different knowledge levels of the group."*

Customer
Satisfaction

'AUDITING' Ref. article;
IET 'Engineering Management'. Request a copy on website.

2-Day Auditor Training Course

Auditor

Typically for 'existing' Auditors. For 'new' see 3-day, page 4.
Course Contents

DAY 1— 'Classroom'
♦ Course / Delegates' Objectives
♦ Background to Standards
♦ The Process approach
♦ Integrated Frameworks, e.g. ISO14001
♦ Goal of the standard
♦ Support Documents, Guidance & Rules
♦ Scope & Application
♦ Management Systems
♦ Documentation requirements
♦ Strategy / Policy Deployment
♦ Process Analysis
♦ Key Performance Indicators
♦ Customer Satisfaction
♦ Customer Specific Requirements.
♦ Audit Process
♦ Audit Planning
♦ Auditor Qualification Criteria
♦ Undertaking Case Study Audits
♦ Audit Reports & Corrective Actions
♦ Initial work on the standard

DAY 2—'Workshop'
♦ Preparing to undertake an audit
♦ Undertaking Audit of Business Process
♦ Writing-up the audit
♦ Feeding back on the audit results

Your Name

SYS
Systemsys Ltd

ISO/ TS
16949 2009

Certification against the above.