



## Auditor Training

### ISO/TS16949:2009 Auditor Training (Open or In-house) 2 or 3 days

#### Course Outline

Gives new & existing Auditors the necessary information to undertake effective process and system audits.

(Most of these courses allow you to undertake real audits; for the in-house course they are against your company's audit schedule.)

#### Course Contents

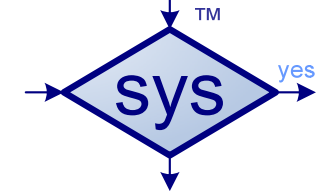
- ♦ Course / Delegates' Objectives
- ♦ Background to Standards
- ♦ The Process approach
- ♦ Integrated Frameworks, e.g. ISO14001
- ♦ Goal of ISO/TS16949:2009
- ♦ Support Documents, Guidance & Rules
- ♦ Scope & Application
- ♦ Management Systems & documentation requirements
- ♦ Strategy / Policy Deployment
- ♦ Process Analysis
- ♦ Key Performance Indicators
- ♦ Customer Satisfaction
- ♦ ISO/TS 16949:2009
- ♦ Audit Process
- ♦ Undertaking Case Study / 'live' Audits.

**FEEDBACK EXAMPLES** (see website for more.)

*"Explained and presented in a way that was relatively easy to grasp."*

*"Very Informative."*

"Time to make that business decision"



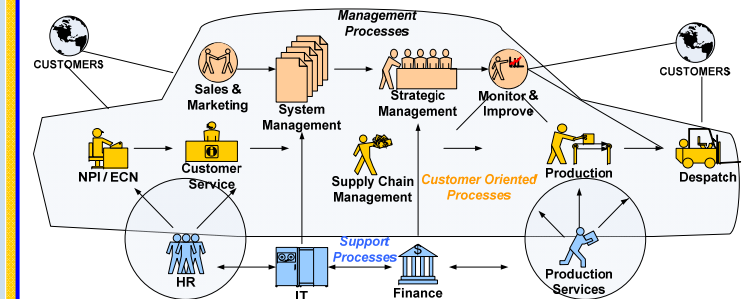
**Systems Yield Success**

## Auditor & Assessor 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 Assessors, see pages 2 & 3, & Auditors, see page 4 &

Consultancy Support, see separate brochure.



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](mailto:sales@systemsys.co.uk) or the web.



Business Link  
[www.selectsupply.co.uk](http://www.selectsupply.co.uk)



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## 5-Day Assessor Training

### ISO/TS16949:2009 Assessor Training (Open or In-house) 5 days

#### Course Outline (can be offered on a modular basis)

Gives new & existing Automotive Assessors the necessary information to undertake effective first & second party assessments.

(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.)

This course meets all key automotive Customer Specific Requirements, including evaluation of performance & written examination, and recognized certification, which states:

*“ 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.”*

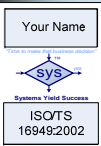
**LEAD ASSESSOR - Post course Coaching / Assessment**  
Follow-up activity to 5-day course; once sufficient audits completed successfully; sign-off as Lead Assessor.

**‘AUDITING’ Ref. article;**

**IET ‘Engineering Management’. Request a copy on website.**



Lead Assessor



Customer Satisfaction

## 5-Day Assessor Training (continued)

### Course Contents

- ♦ Course / Delegates' Objectives
- ♦ Background to Standards
- ♦ The Process approach
- ♦ Integrated Frameworks, e.g. ISO14001
- ♦ Goal of ISO/TS16949:2009
- ♦ Support Documents, Guidance & Rules
- ♦ Scope & Application
- ♦ Management Systems
- ♦ Documentation requirements
- ♦ Strategy / Policy Deployment
- ♦ Process Analysis
- ♦ Key Performance Indicators
- ♦ Customer Satisfaction
- ♦ ISO/TS 16949:2009's requirements
- ♦ Customer Specific Requirements.
- ♦ Assessing Core Tools:
- ♦ Quality Planning / Approval (NPI & PAP)
- ♦ Failure Modes & effects Analysis (FMEA)
- ♦ Statistical Process Control (SPC)
- ♦ Measurement System Analysis (MSA)
- ♦ Audit Process
- ♦ Audit Planning
- ♦ Auditor Qualification Criteria
- ♦ Undertaking Case Study / 'live' Audits
- ♦ Performance Evaluation
- ♦ Written Examination on;
- ♦ ISO/TS 16949:2009 FMEA, SPC & MSA.
- ♦ Certification against the above with results for each element, giving a Training needs analysis.