

ISO 9001:2015

Auditor Transition (Blended)

Introduction

This interactive course is designed for auditors who have knowledge of ISO 9001:2008 and wish to gain insight on how to interpret and audit the ISO 9001:2015 version of the standard.

Each clause of the standard is interpreted, followed by an explanation of an audit approach to the related clause. Particular emphasis is focused on strategic analysis and the context of the organisation, risk-based thinking and business process management.

Course outcomes:

- Audit ISO 9001:2015 requirements.
- Understand the fundamental changes from ISO 9001:2008.
- Appreciate the tools used to establish the context of the organisation.
- Assess risk management techniques, as used to apply risk-based thinking to a Quality Management System (QMS).
- Understand business process management and the use of the process approach in Quality Management Systems.

Who should attend:

- Auditors with existing knowledge of ISO 9001:2008 with a need to upgrade their skills and understanding to audit conformance with the requirements of ISO 9001:2015.
- Portfolios with responsibility for business assurance.
- Personnel responsible for internal or supplier audits

Benefits include:

- Material is developed by registered lead auditors serving on ISO/TC 176 committees, input to course design is also from literature review of observing member bodies.
- In-depth understanding of the new standard and how it should be audited.
- Broad view of how conformance may be achieved.
- Examples of tools and templates used for identification of context, risk and opportunity identification, action plans and response to requirements for QMS processes.
- Live online presentations with detailed course notes allow for the course to be taken from any location.
- The blended mode of delivery provides for webinar style live team feedback and live response from the facilitator.

The course structure ensures that knowledge of the requirements of the ISO 9001:2015 standard is delivered through an interactive learning system. Information is delivered in a series of pre-recorded videos and is supplemented by detailed written notes, pro-forma templates, registers and plans.

A facilitator interacts with the class online to assess teamwork, progress of candidates, and answer questions. The class is also able to collaborate online in a secure environment under the guidance of the facilitator.

The ISO 9001:2015 standard is not provided as part of the courseware and should therefore be obtained from your national standards body or from www.iso.org

Learning is reinforced with exercises and assessments and results in one of two certificates. A 70% aggregate or more will receive a certificate of successful completion.

Timeline

Section 1

Study mode	Duration	Topic	Description
Per advertised start time	30 min	Introduction	Introduction of facilitator, administrative arrangements, structure of notes and technical guidance.
Self-study	18 min	Module 1	Introduction to ISO 9001:2015 0.1. General 0.2. Quality management principles 0.3. Process approach Quality Management Systems Requirements - Interpretation with audit approach to: 1. Scope 2. Normative references 3. Terms and definitions
Self-study	15 min	Exercise 1	Multiple choice with self-assessment.
Self-study	11 min	Module 2	Systems theory.
Self-study	30 min	Exercise 2	Develop a simple process diagram.
Self-study	20 min	Module 3	Process management. Concepts, terminology, symbols, attributes and the process approach to management.
Self-study	30 min	Exercise 3	Identification of activities within a commonly understood business process.
Self-study	16 min	Module 4	ISO 9001:2015 interpretation with audit approach of: 4. Context, scope and processes
Team work	45 min	Exercise 4	Establish context
Live	60 min	Q&A	Feedback on exercise 1 - 4 and open discussion to reinforce learning from section 1.

Section 1 duration: 4h35

Timeline (cont.)

Section 2

Time	Duration	Topic	Description
Self-study	12 min	Module 5A	ISO 9001:2015 interpretation with audit approach of: 5. Leadership (A)
Self-study	30 min	Exercise 5	Evidence of leadership
Self-study	12 min	Module 5B	ISO 9001:2015 interpretation with audit approach of: 5. Leadership (B)
Self-study	45 min	Exercise 6	Multiple choice questions to reinforce learning from previous modules with self-assessment.
Self-study	24 min	Module 6	Risk management.
Live	60 min	Demonstration and Q&A	Demonstration of risk-based method of assuring management processes Feedback on exercise 5 and 6 with open discussion to reinforce learning from section 2.

Section 2 duration: 3h05

Timeline (cont.)

Section 3

Time	Duration	Topic	Description
Self-study	12 min	Module 7	ISO 9001:2015 interpretation with audit approach of: 6. Planning
Self-study	30 min	Exercise 7	Opportunity and Management Planning
Self-study	16 min	Module 8A	ISO 9001:2015 interpretation with audit approach of: 7. Support (A)
Self-study	40 min	Exercise 8	Multiple choice questions to reinforce learning from preceding module.
Self-study	16 min	Module 8B	ISO 9001:2015 interpretation with audit approach of: 7. Support (B)
Self-study	30 min	Exercise 9	Review of documented information procedure.
Self-study	19 min	Module 9A	ISO 9001:2015 interpretation with audit approach of: 8. Operation (A)
Self-study	15 min	Exercise 10	Multiple choice questions to reinforce learning from previous modules.
Live	60 min	Q&A	Feedback on exercise 7 - 10 and open discussion to reinforce learning from section 3.

Section 3 duration: 4h00

Timeline (cont.)

Section 4

Time	Duration	Topic	Description
Self-study	25 min	Module 9B	ISO 9001:2015 interpretation with audit approach of: 8. Operation (B)
Self-study	30 min	Exercise 11	Review Policy Statement.
Self-study	13 min	Module 9C	ISO 9001:2015 interpretation with audit approach of: 8. Operation (C)
Self-study	15 min	Exercise 12	Multiple choice questions to reinforce learning from previous module.
Self-study	31 min	Module 9D	ISO 9001:2015 interpretation with audit approach of: 8. Operation (D)
Self-study	30 min	Exercise 13	Audit scenarios using ISO 9001:2015.
Self-study	24 min	Module 10A	ISO 9001:2015 interpretation with audit approach of: 9. Performance evaluation
Self-study	15 min	Exercise 14	Multiple choice questions to reinforce learning from previous module.
Self-study	13 min	Module 10B	ISO 9001:2015 interpretation with audit approach of: 10. Improvement and Annex A & B
Self-study	45 min	Exercise 15	Audit scenarios using ISO 9001:2015.
Live	60 min	Feedback on exercises 11 - 15 with Q&A	Discussion of Learner and model answers. Open discussion to reinforce learning from section 4, as well as closing remarks.
Self-study	60 min	Assessment	Examination on all material.

Section 4 duration: 6h00

Total course duration: 17h40