IRCA APPROVED ISO 9001:2015 QMS AUDITOR/LEAD AUDITOR TRAINING COURSE

Course provider: **Intertek India**
(Course Registration No. A 18086)
***Organized by*:**
FICCI QUALITY FORUM
Mar 06 – 10, 2017

1. *COURSE OBJECTIVE*

The aim of the course is to provide an understanding of the principles and practices of quality management system auditing and to impart practical training on quality auditing skills.

At the end of the course the participants will be able to:

- ✓ Interpret correctly the requirements of ISO 9001:2015 and how they apply to the processes of a company
- ✓ Conduct an effective gap analysis/internal audit/supplier's audit/third party certification audit
- ✓ Initiate improvements in the quality management system (QMS) of a company

2. *YOU SHOULD ATTEND THIS COURSE IF:*

- You require detailed knowledge of quality auditing process
- Your job involves assessment of suppliers and potential suppliers
- You are responsible for managing the internal quality audit function within your organization
- You are involved in preparing their organization for assessment by customers or certification body
- You wish to become registered as Auditor or Lead Auditor with International Register of Certificated Auditors (IRCA, IQA - UK)

3. *PREREQUISITE*

Prior to commencement of the course, all participants are expected to have an understanding of the content & implementation of ISO 9000 series of standards**.**

4. *RECOGNITION*

The course is recognized by the IRCA, IQA-UK (International Register of Certificated Auditors). The course meets the training requirements for individuals seeking registration as Auditor/Lead Auditor with IRCA. The course is registered with IRCA and bears Certification No. A 18086

5. *COURSE MATERIAL*

Registered participants are sent pre-course material in advance for preparation. Course kit comprising detailed course material and International Standard on QMS is given to each participant.

6. *CERTIFICATE*

Those participants who successfully complete the continuous assessment during the course and also the written examination, which is conducted on 5th day of the course, **will be issued certificate Intertek India**

7. *COURSE SCHEDULE & REGISTRATION PROCEDURE*

Date: Mar 06 – 10, 2017

Timing: 0930 hrs – 17:30 hrs

Nature: Non residential

Venue: FICCI, Federation House, New Delhi

Participation Fee: Rs. 22,850 + Service tax @ 15% (i.e. total of Rs. 26,278/-, This includes cost of training, course kit, lunch, tea etc.)

Registration: Send registration form along with Cheque/DD in favour of "FICCI Quality Forum". The seats are limited to 20 and registration will be done on first come first serve basis

For further details & to reserve your seat, please contact:

Mritunjay Kumar
T: +91-11-2348 7356
M: +91 - 99111 64501
E: fqf@ficci.com; mritunjay.kumar@ficci.com

8. *ABOUT OUR LEAD FACULTY*

Our Lead Faculty of this course Mr. S.C. Arora has rich experience of over 40 years in quality control, third party certification and quality management. He is IRCA UK certificated ISO 9000 Lead QMS Auditor (Registration No. A005025) and has conducted more than 200 Lead Auditor Courses till date not only in India but in other countries viz. Bangladesh, Bahrain, Bhutan, Kyrgyzstan, Malawi, Maldives, Mauritius, Nepal Oman, Sri Lanka, Tajikistan, etc.

He is the author of six books on QMS related subjects published by International Trade Centre, UNCTAD/WTO, Geneva &United Nations Industrial Development Organization (UNIDO), Vienna for worldwide distribution.

He is the Principal Consultant of FICCI Quality Forum and has also provided consultancy to multinational, large, medium and small companies in India & abroad for effective implementation of the ISO 9001 based QMS both in manufacturing &service sector.

9. *ABOUT FICCI QUALITY FORUM*

FICCI Quality Forum (FQF) is a specialized division of Federation of Indian Chambers of Commerce and Industry (FICCI) set up with main objective to sharpen the competitive edge of the Indian Industry. FQF provides training, consulting and research services focused on enhancing the quality quotient of clients and partner organization. FQF provides a full range of training programs on effective implementation of national and international management systems standards to support all learning needs from initial understanding to certification as Lead Auditor.

FQF retains a pool of highly qualified, experienced and best in class trainers for course delivery and provides both open house as well as in house courses. For the past 20 years FQF has conducted **over 350 IRCA U.K. approved Auditor/Lead Auditor training courses** in collaboration with Intertek India for ISO 9001 Quality Management Systems (QMS), ISO 14001 Environment Management Systems (EMS), OHSAS 18001 Occupational Health and Safety Management Systems (OH&SMS) and ISO 22000 Food Safety Management Systems (FSMS).

In addition we also provide FICCI certified trainings on Energy Management Systems based on ISO 50001, Laboratory Management Systems based on ISO/IEC 17025, training on Six Sigma certification, Life Cycle Assessment, CDM, Project Management etc. We also provide consultancy support on the effective implementation of above management systems leading to certification/accreditation.

10. ABOUT INTERTEK INDIA

Intertek is an internationally reputed certification body with accreditation from **United Kingdom Accreditation Services (UKAS**) providing certifications for various Management systems. The Training Division of International organizes and conducts QMS, EMS, OHSMS, FSMS, BRC & ISMS Lead Auditor Training Courses, Internal Auditor Training and other customized training to suit the requirements of clients.

11. COURSE CONTENT

1.0 Introduction

- **1.1** IRCA and Auditor Registration Scheme
- **1.2** Auditor Codes of Conduct

2.0 An Overview of Quality Management

- 2.1 Standards, Principle and Definition
- 2.2 Accreditation, Certification and type of Audit
- 2.3 Purpose of Annex SL

3.0 The Requirements of ISO 9001 Explained

- 3.1 Scope Exclusion
- 3.2 Context of organisation
- 3.3 Leadership
- 3.4 Planning
- 3.5 Resources – Infrastructure, Environment for operation and Monitoring & Measurement
- 3.6 Competence, Awareness & Communication
- 3.7 Documented Information
- 3.8 Operation planning & Control
- 3.9 Designing & Development
- 3.10 Performance Evaluation
- 3.11 Improvement

Exercise on above

4.0 Quality Auditing

- **4.1** What is an Audit and why are Audits necessary?
- **4.2** The Audit Process
- **4.3** Auditing in relation to the "Process approach"
- **4.4** ISO 19011 and auditor competence

5.0 The Assessment Process

- **5.1** Initial Contact
- **5.2** Pre-Assessment Visits
- **5.3** Document Review
- **5.4** Initial Preparation
- **5.5** Development of the Assessment Schedule
- **5.6** Communication
- **5.7** Detailed Planning
- **5.8** The On-Site Assessment
- **5.9** Opening Meeting
- **5.10** Audit Conduct
- **5.11** Evaluating Results
- **5.12** Closing Meeting
- **5.13** Corrective Action
- **5.14** Formal Report
- **5.15** Follow-Up and Surveillance Visits

Exercises on above

6.0 Audit Tools & Techniques

- **6.1** Detailed Planning & Check List development
- **6.2** Searching for Evidence
- **6.3** Conducting Interview and Asking Questions
- **6.4** Auditor and Auditee Tactics
- **6.5** Recording the Results

7.0 Examination & Feedback

LIST OF PARTICIPANTS OF PREVIOUS ISO 9001 LEAD AUDITOR COURSES

Mr. Janmejay Kumar Alliance Air New Delhi **M**: +91 - 9911994592 **E:** janmejay.kumar@airindia.in	**Mr. Nitin Kumar Arya** Alliance Air New Delhi **M**: +91 – 9810068320 **E:** nitin.arya@airindia.in
Mr. Anil Daniels Indian Institute of Aeronautics Bhutan Standards Bureau New Delhi **M**: +91- 9810408391 **E:** anil_daniels@yahoo.co.uk	**Mr. Sushil Pathak** Hindustan Tin Works Ltd. Sonipat Haryana **M**: +91 - 9996976278 **E:** iso@hindustantin.co.in
Mr. Sunil Kr. Sharma Monginis Foods Pvt. Ltd. Mumbai Maharashtra **M**: +91 –9920499553 **E:** pack@monginis.net	**Mr. A. K. Singh** Air India New Delhi **M**: +91 - 9899351618 **E:** aksrajudelhi@gmail.com
Mr. Ayush Gupta New Delhi **M**: +91 - 9873871923 **E:** ayushgupta29061989@gmail.com	**Mr. Hunny Wadhwa** G-Tekt India Pvt. Ltd. Alwar Rajasthan **M**: +91 - 8003178000 **E:** hunny.wadhwa@g-tip.co.in hunnywadhwa22@yahoo.co.in
Mr. Shivshankar G-Tekt India Pvt. Ltd. Alwar Rajasthan **M**: +91 - 9312697130 **E:** shivshankar@g-tip.co.in shivshankar_mech@yahoo.co.in	**Mr. Nimisha Anand** G-Tekt India Pvt. Ltd. Alwar Rajasthan **M:** +91 – 9654344091 **E:** nimisha@g-tip.co.in
Dr. Nidhi Dubey Directorate of Plant Protection Quarantine & Storage Faridabad Haryana **M:** +91 – 8130748252 **E:** drnidhiipc@gmail.com	**Dr. Prajesh Prajapati** Institute of Research & Development (Gujarat Forensic Sciences University) Gandhinagar Gujarat **M:** +91 – 9825318996 **E:** prajeshprajapati@gmail.com
Mr. Jigme Wangchuk Deputy Executive Engineer Bhutan Standards Bureau **E:** jwangchuk@bsb.gov.bt	**Mr. Sonam Lhendup** Assistant Engineer Bhutan Standards Bureau **E:** slhendup@bsb.gov.bt

Mr. Sangay Yeshi Head - IT Bhutan Standards Bureau **E:** syeshi@bsb.gov.bt	**Mr. Harsh Batura** Sr. AGM Air India Engineering Services Ltd **E:** dygmqcjoec@gmail.com
Mr. Anuj Soni Sr. Engineer Air India Engineering Services Ltd **E:** anuj.soni@airindia.in	**Mr. Ravi Sankar Pucha** Sr. AGM Air India Engineering Services Ltd **E:** ravipucha@yahoo.co.in
Mr. Gopalan Srinivasan Sr. AGM Air India Engineering Services Ltd **E:** vasu6@rediffmail.com	**Mr. Surender Kumar Chauhan** Sr. AGM Alliance Air **E:** Surrender.chauhan@airindia.in
Mr. Devinder Singh Chhokra Sr. AGM Alliance Air **E:** dschhokra@gmail.com dschhokra@airindia.in	**Mr. Yogesh Kumar Dixit** Sr. Executive TATA SIA Airlines Limited **E:** yogesh.dixit@airvistara.com
Md. Abubaker Production Engineer Sharp Mint Limited E: abubakarchem12@gmail.com	**Mr. Sanjeev Singhal** **E:** sanjeevsinghalqhse66@gmail.com /sanjeevsinghal17@gmail.com
Mr. Sharad Agarwal Dy. GM (QA & TS) AIESL New Delhi E: sharad.agarwal@airindia.in	**Mr. Sanjiv Kumar Gupta** Dy. GM (QA & TS) AIESL New Delhi **E:** skgupta.qc@gmail.com
Mr. James. K. Jacob AIESL Mumbai Maharashtra	**Mr. Aravind Krishnan** AIESL Mumbai Maharashtra
Mr. A. Selwyn AIESL Mumbai Maharashtra	**Mr. Sunil Kumar** Process Member-Fibre Mfg. Aksh Optifibre Limited Alwar Rajasthan E: SUNIL@AKSHOPTIFIBRE.COM
Mr. Shashank Saxena Process Member-Fibre Mfg. Aksh Optifibre Limited Alwar Rajasthan **E:** SSAXENA@AKSHOPTIFIBRE.COM	**Mr. Rajiv Gupta** SpiceJet Ltd. Gurgaon Haryana **E:** rajeev.gupta@spicejet.com rajivgup@gmail.com

Mr. Chiranjeev Bhushan AME – Quality Assurance SpiceJet Ltd. Gurgaon Haryana **E:** chiranjeev.bhushan@spicejet.com	**Mr. Gaurav Dubey** SpiceJet Ltd. Gurgaon Haryana **E:** Gaurav.Dubey@spicejet.com Gaurav_ame@rediffmail.com
Mr. Pankaj Dubey SpiceJet Ltd. Gurgaon Haryana **E:** Pankaj.Dubey@spicejet.com Pankajame.dubey@gmail.com	**Mr. Narendra Kumar P.** SpiceJet Ltd. Gurgaon Haryana **E:** narendra.poliretty@airvistara.com
Mr. V. V. Surendran Tata SIA Airlines Ltd. Gurgaon Haryana **E:** vv.surendran@airvistara.com	**Mr. Ajay Kumar Sharma** Asian Paints Ltd. Greater Noida Uttar Pradesh **E:** ajay.sharma3470@rediffmail.com
Mr. Mayank Arya Asian Paints Ltd. Greater Noida Uttar Pradesh **E:** mayank.aryachem@gmail.com	**Mr. Madhukar Sinha** Consultant Noida Uttar Pradesh **E:** madhukarsinha2003@yahoo.com
Mr. Gyan Roa Barsker Moserbaer India Ltd. Noida Uttar Pradesh **E:** g.barsker@rediffmail.com	**Dr. B.S. Phogat** APPA & Secretary Central Insecticides Board & Registration Committee Faridabad Haryana **E**: cibsect@nic.in
Dr. Nity Sharma Scientist 'C' Defence Institute of Psychological Research New Delhi **E:** nitydipr@gmail.com	**Mr. Subhash Chand** AD - Chemistry Central Insecticides Board & Registration Committee Faridabad Haryana **E**: subhas.raghuvansi@gmail.com
Mr. Abhishek AD - Chemistry Central Insecticides Board & Registration Committee Faridabad Haryana **E**: jubiterashi@gmail.com	**Mr. Sumit Kumar** Quality Manager, AAA Aviation Pvt. Ltd., Mumbai Maharashtra
Ms. Surbhi Sinha Sahara International Airport Pvt.Ltd Mumbai Maharashtra **E**: surbhi12633@gmail.com	**Mr. Saurabh Bhandari** Hero Motocorp Ltd. Gurgaon Haryana **E**: saurabh.bhandari@heromotocorp.com

Ms. Shalini Gautam Quality Executive Tata Singapore Airlines Gurgaon Haryana **E:** Shalini.Gautam@airvistara.com	**Mr. Prasanna Kumar N.K ,** Sr. Quality Manager (AA) SpiceJet Ltd Gurgaon Haryana **E**: prsanna.kumar@spicejet.com
Mr. Gian Prakash Bhardwaj, Sr. Quality Manager (E & M) SpiceJet Ltd Gurgaon Haryana **E**: gp.bhardwaj@spicejet.com	**Mr. Hitesh Soni** Manager - Quality Vikash Publishing House Greater Noida Uttar Pradesh **E:** hsoni@schandgroup.com
Mr. Saquib Hussain New Delhi **M**: 09661064786 **E:**saquibhussain83@gmail.com	**Mr. Ashok Kumar** Sr. Manager NTPC, Noida Uttar Pradesh E: ashokkgautam@ntpc.co.in
Mr. Rajeev Kesharwani S Chand and Company Ltd New Delhi **E**: rkesharwani@schandgroup.com	**Mr. N.K.Gupta** Manager NTPC, Noida Uttar Pradesh **E**: nkgupta02@ntpc.co.in
Mr. Vinay Kumar Sr. Manager NTPC, Noida Uttar Pradesh **E**: vinaykumar01@ntpc.co.in	**Mr. Goutam Sirker** Associate General Manager IT/MR/EMR Ratna Sagar (P) Ltd New Delhi **E**: gsirker@ratnasagar.com
Mr. Ashish Senapati Dy. Manager NTPC, Noida Uttar Pradesh **E:**ashishsenapati@ntpc.co.in	**Mr. Swatantra Kumar Dubey** Dy. Manager NTPC, Noida Uttar Pradesh **E:**swatantrakdubey@ntpc.co.in
Mr. Harish Arora Dy. Manager NTPC, Noida Uttar Pradesh **E:** harisharora@ntpc.co.in	**Mr. Naresh Singh Nirban** Faridabad Haryana E: naresh.nirban@printsmith.co.in nirbanns@hotmail.com
Mr.Ankush Birla Asst. Manager NTPC, Noida Uttar Pradesh **E:**ankushbirla@ntpc.co.in	**Ms Monika Suneja** Associate Manager IT/ECG Member Ratna Sagar (P) Ltd New Delhi **E** : monika@ratnasagar.com
Mr. Kuntal Bhuiyan Dy. Manager NTPC, Noida Uttar Pradesh E: kuntalbhuiyan@ntpc.co.in	**Mr. Parinay Kumar** Manager - Hydro Engg. NTPC Noida-201301 Uttar Pradesh **E:**parinaykumar@ntpc.co.in

Mr. Rakesh Sharma **AGM** NTPC, Noida Uttar Pradesh **E**: rakeshsharma03@ntpc.co.in	**Mr. B. Ganesh** Manager (Bargh TF) NTPC Noida-201301 Uttar Pradesh **E:**bganesh@ntpc.co.in
Mr. Subhash Alliance Air New Delhi **E**: subhashchandd@rediffmail.com	**Mr. Anup Ranjan** Manager - Hydro Engg. NTPC Noida-201301 Uttar Pradesh **E:** anupranjan@ntpc.co.in
Mr. Mukesh Agrawal DGM(Quality)-Fuel, HAL Accessories Division, Lucknow-226016 Uttar Pradesh **E:**muk_agrawal@rediffmail.com	**Ms. Kalpana Anand** Scientist "D" DIPR, DRDO New Delhi-110054 **T**: 011-23933692 **M**: 099109 81452 **E**: kalpnadev@gmail.com
Mr. Manoj Kumar Soni Alliance Air New Delhi **M:** 098739 31329 **E:**manojsoni13@yahoo.com	**Ms. Raksha Singh** Manager (Q) NTPC Noida-201301 Uttar Pradesh **E:**rakshasingh@ntpc.co.in
Mr. N K Chugh DGM(Quality) - QA HAL Accessories Division, Lucknow-226016 Uttar Pradesh **E:**dgmq.adlko@hal-india.com	**Lt. Col Narender Bahl** **E:**narender.bahl@gmail.com
Mr. Kaushal Pandey Alliance Air New Delhi - 110037 **E:**Kaushalpandayy@gmail.com	**Mr. R.K. Niranjan** DGM (Solapur TF) NTPC Noida-201301 Uttar Pradesh **E:**rkniranjan@ntpc.co.in
Mr. D.K.Dewan Sr. Manager, Plant Central – G Deptt. Maruti Suzuki India Limited Gurgaon – 122 015 Haryana **E:**dkdewan@maruti.co.in	**Mr. Paresh Chavda** Gujarat Environment Management Institute (GEMI) Gandhinagar – 382016 Gujarat **E:**paresh.chavda242@gmail.com
Mr. Gunjan Gupta Alliance Air New Delhi - 110037 **E:**gogunjan@gmail.com	**Mr. M. Anwar** New Delhi E: mankhan77@gmail.com

Mr. Pramod Tiwari Manager - Production Division Maruti Suzuki India Limited Gurgaon – 122 015 Harayan **E:**pramod.tiwari@maruti.co.in	**Mr. V. K. Jain** Sr. Aircraft Engineer (QA & TS) Air India Limited New Delhi E: vinay6376@yahoo.co.in
Mr. Shailendra Bhardwaj Dy. Manager (NPG) NTPC Noida-201301 Uttar Pradesh **E:**shailendrabhardwaj@ntpc.co.in	**Mr. Shekhar Chambyal** QVC Certification (P) Ltd. Ambala City Haryana E: qvccert2@gmail.com
Dr. Surbhit Sharma AM – Quality Sarvodaya Hospital & Research Centre Faridabad Haryana E: surbhit20011985@gmail.com	**Dr. Kumari Shweta** Medical Superintendent Indraprastha Medical Centre - Vasant kunj New Delhi E: drkumrishweta@gmail.com
Mr. Nishant Chopra QVC Certification (P) Ltd. Ambala City Haryana E: qvccert2@gmail.com	**Mr. Amardeep Malik** Production Officer Asian Paints Ltd. Ghaziabad Uttar Pradesh E:malikad09@gmail.com / Malikbjr08@gmail.com
Dr. Shubha Srivastava Hassija In-charge- Patient Care Services Sarvodaya Hospital & Research Centre Faridabad Haryana E: shubha.srivastava@gmail.com	**Mr. Avinash Arunagiri** New Delhi E:avinashbe@yahoo.com
Mr. R. K. Sharma Dy. GM (QA & TS) Air India Limited New Delhi E: rkeng2@gmail.com	**Mr. K. Gopal** Executive – QA Sharp Global Ltd. New Delhi E: Krishna.gopal108@gmail.com
Ms. Nidhi Sharma Sr. Engineer (QA & TS) Air India Limited New Delhi E: nidhisharma_5@rediffmail.com	**Mr. Nishant Maheshwari** CMI Ltd. Faridabad Haryana E: nishantmaheshwari@cmilimited.in
Mr. Sushil Pathak Manager – QMS & Safety Hindustan Tin Works Ltd. Sonepat Haryana E: iso@hindustantin.co.in	**Mr. Amit Kumar** New Delhi E: amit.kr.bkcc@gmail.com

Mr. Tarun Marwah New Delhi E: tarun.marwah308@gmail.com	**Mr. Ravish Sharma** Fidelity Information Service Gurgaon Haryana E: ravishsharma2k4@gmail.com
Mr. Pradeep Sinha Gurgaon Haryana E: pradeeplucknow@yahoo.com	**Mr. Murali Srinivas** VP – TQM Elcom Innovations Pvt. Ltd, Noida Uttar Pradesh E: murali@elcominnovations.com
Ms. Jyoti Singh Sr. Technical Officer Air one Aviation (P) Ltd. New Delhi E: Jyoti.singh@airone.in	**Mr. Saurabh Kumar Gautam** Arhata Biotech Pvt. Ltd, Noida Uttar Pradesh E: saurabhhey@gmail.com
Mr. Anant Shrivastava Jaipur Rajasthan E: anantshrivastava08@gmail.com	**Ms. Shikha Nayyar** Philips Electronics New Delhi E: shikhanayyar1990@gmail.com; Sn539@drexel.edu
Mr. Rajan Varshney DGM, PE-Barh-TF NTPC Noida Uttar Pradesh E: rvarshney@ntpceoc.co.in	**Mr. M. N. Islam** Terna Qatar E: nasr_parsons@yahoo.co.in
Mr. Bighneswar Patra Technip KT India Ltd., Noida Uttar Pradesh E: BPatra@technip.com	**Mr. Pradeep Jain** DCDE – Hydro Engg. NTPC, Noida, Uttar Pradesh E: jain98@ntpceoc.co.in
Ms. Sneha Singh Aristotle Consultancy Pvt. Ltd. New Delhi E: sneha83singh@gmail.com	**Dr. Ashutosh Goel** AGM – R&D Somany Ceramics Ltd. E: research_dev@somanytiles.co.in
Mr. Tejaswi Waghmare DCDE – Hydro Engg, NTPC, Noida Uttar Pradesh E: tejaswi@ntpceoc.co.in	**Mr. Praveen Kumar Srivastava** E:prkr1970@yahoo.com