

## Agenda

### Day 1

8.00 a.m. Welcome and Introductions

Introductory Session

#### **Session 1: Management System Auditor Certification**

#### **Session 2: Quality Management Systems**

Review Pre-Course Questionnaire

Activity 1 – Difference between Legal Compliance and Conformity with a Standard

Activity 2 – Quality Management Principles

#### **Session 3: Documentation**

12.00 noon Lunch

12.45 p.m. **Documentation *continued***

Activity 3 – Mapping the Sales Order Process

Activity 4 – Identifying Documentation Needs

#### **Session 4: The Standard - Sections 4 and 5**

Activity 5 – Understanding the Standard, Section 4

Activity 6 – Understanding the Standard, Section 5

Allocation of evening work

5.00 p.m. Review and close

Note: ten-minute breaks will be given in the morning and afternoon on all days.

**Day 2**

8.00 am      Review of End of Day Examination

Activity 7 – Terms and Definitions

**Session 4: The Standard *continued* Sections 6, 7 and 8**

Activity 8 – Understanding the Standard, Section 6

Activity 9 – Understanding the Standard, Section 7

Activity 10 – Understanding the Standard, Section 8

12.00 noon    Lunch

Activity 11 – System Document Review

**Session 5: ISO 9004:2009**

Activity 12 – Determine the Organization's Maturity Level

**Session 6: Introduction to Auditing Quality Management Systems**

Review of examination and questions

5.00 p.m.      Review and Close

## Agenda

### Day 3

8.00 am      **Session 1: Management System Auditor Certification (optional)**

**Session 2: Audit Basics**

Activity 1 – ISO 19011:2011 Terms and Definitions

Activity 2 – Introduction to St Martha's Memorial Hospital

**Session 3: Auditor Competence**

Activity 3 – Determining Competence of Auditors

**Session 4: Managing an Audit Program**

12 noon      LUNCH

12.45 pm      **Session 4: Managing an Audit Program *continued***

Activity 4 – Managing an Audit Program

Activity 5 – Selecting Audit Team

**Session 5: Performing the Audit Part 1 – Planning**

Activity 6 – Audit Conventions

Activity 7 – Audit Schedules

Activity 8 – Preparing Work Documents

Review and Questions

End of Day Examination

5.00 pm      Review and Close

Evening work will be allocated by the instructor

**Day 4**

8.00 am      **Session 6: Performing the Audit Part 2 – Conducting the Audit Activities**

Activity 9 – Conducting Opening Meetings

Activity 10 – The Live Audit of St Martha's Memorial Hospital

Activity 11 – Nonconformity Writing

Activity 12 – Conducting Closing Meetings

**Session 7: Performing the Audit part 3 – Concluding the Audit**

Activity 13 – Corrective Action

Activity 14 – Audit Report

End of Day Examination

Course Wrap-Up and Questions

5.00 pm      Course Close

Note: A working lunch will be taken on Day 4 at an appropriate point in the course activities.