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## **Course Outline for ISO 19011:2002 QMS & EMS Auditor**

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### **Course objective**

The auditor training program is based on ISO 19011:2002, which is a guideline document for auditing and implementing quality systems ISO 19011:2002, and getting the skills necessary to quickly and efficiently audit using the new QMS and EMS auditing guideline to ISO 19011:2002.

### **Course length**

1 day is required to complete the ISO 19011:2002 course,

### **Who should attend**

Anyone who wants to quickly and efficiently understand and learn how to audit using the new QMS and EMS auditing guideline to ISO 19011:2002, upgrade your expertise from auditing with ISO 10011-1 to ISO 19011:2002

### **Course includes**

The structure of the training is as follows:

1. DEFINITIONS
2. TYPES OF AUDITS
3. AUDIT OBJECTIVES
4. ROLES AND RESPONSIBILITIES
5. AUDITOR ACTIVITIES
6. INITIATING THE AUDIT
7. PREPARING THE AUDIT
8. EXECUTING THE AUDIT
9. WHAT THE AUDITOR IS LOOKING FOR
10. AUDIT DOCUMENTS
11. AUDIT TECHNIQUES: TELL ME/SHOW ME
12. AUDIT TECHNIQUES: AUDIT PATH
13. AUDIT TECHNIQUES: GRADUAL ELEVATION
14. AUDIT TECHNIQUES: SAMPLING
15. AUDIT COMPLETION AND CORRECTIVE ACTION FOLLOW-UP

### **Course approval**

This online training course is approved by the German Registrar RWTUV-USA. The certificate bears all the approvals. And, we have been selected by the prestigious ISO 9000 Registrar RWTUV of Germany to support the training of their clients worldwide (<http://www.tuv-usa.com>)

### **Course requirements**



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- If you are not familiar with the ISO 9000:2000, it is recommended to take the ISO 9000:2000 training course first.
- The training is optimized for Microsoft Internet explore 5.0 or higher and Netscape 4.5 or higher

### **Certificate requirements**

The course uses a continuous evaluation method with on-going quizzes to facilitate the information retention. If your final average is equal or greater to 70% you will be issued a **training certificate**. If your final average evaluation is less than 70%, you will have to take a final exam and score above 70% to be issued the training certificate.

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## **Course Outline for ISO 9000:2000 Training**

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### **Course objective**

This course is based on the quality management system (QMS) standard ISO 9001:2000, the guideline document for implementing and improving QMS's ISO 9004:2000, and the Fundamentals and vocabulary for QMS's ISO 9000:2000.

### **Course length**

2-3 days (doing a couple of hours/day) are required to complete the ISO 9000:2000 course.

### **Who should attend**

Anyone who wants to quickly and efficiently understand and learn the vocabulary standard ISO 9000:2000, the actual QMS standard ISO 9001:2000 and ISO 9004:2000 the guideline on how to implement improvements to QMS.

### **Course includes**

The structure of the training is as follows:

- 1.0 THE STANDARD
- 2.0 THE PROCESS APPROACH
- 3.0 SCOPE
- 4.0 QUALITY MANAGEMENT SYSTEM
- 5.0 MANAGEMENT RESPONSIBILITY
- 6.0 RESOURCE MANAGEMENT
- 7. 0 PRODUCT REALIZATION
- 8.0 MEASUREMENT, ANALYSIS AND IMPROVEMENT

### **Course approval**

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### **Course requirements**

- The training is optimized for Microsoft Internet explore 5.0 or higher and Netscape 4.5 or higher

### **Certificate requirements**

The course uses a continuous evaluation method with on-going quizzes to facilitate the information retention. If your final average is equal or greater to



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70% you will be issued a **training certificate**. If your final average evaluation is less than 70%, you will have to take a final exam and score above 70% to be issued the training certificate.

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## **Course Outline for ISO 9001:2000 Auditor Training**

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### **Course objective**

The auditor training program is based on ISO 19011, which is a guideline document for auditing quality systems. The case studies in the later part of the course will be presented along with the applicable sections of ISO 9001:2000.

### **Course length**

2-3 days (doing a couple of hours/day) are required to complete the ISO 9001 Auditor course.

### **Who should attend**

Anyone who wants to quickly and efficiently understand and learn how to audit using the new QMS and EMS auditing guideline to ISO 19011:2002, upgrade your expertise from auditing with ISO 10011-1 to ISO 19011:2002

### **Course includes**

The structure of the training is as follows:

1. DEFINITIONS
2. TYPES OF AUDITS
3. AUDIT OBJECTIVES
4. ROLES AND RESPONSIBILITIES
5. AUDITOR ACTIVITIES
6. INITIATING THE AUDIT
7. PREPARING THE AUDIT
8. EXECUTING THE AUDIT
9. WHAT THE AUDITOR IS LOOKING FOR
10. AUDIT DOCUMENTS
11. AUDIT TECHNIQUES: TELL ME/SHOW ME
12. AUDIT TECHNIQUES: AUDIT PATH
13. AUDIT TECHNIQUES: GRADUAL ELEVATION
14. AUDIT TECHNIQUES: SAMPLING
15. AUDIT COMPLETION AND CORRECTIVE ACTION FOLLOW-UP
16. INDUSTRY CASE STUDIES

The vocabulary is based on ISO 9000:2000.

### **Course approval**

This online training course is approved by the German Registrar RWTUV-USA. The certificate bears all the approvals. And, we have been selected by the prestigious ISO



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9000 Registrar RWTUV of Germany to support the training of their clients worldwide  
(<http://www.tuv-usa.com>)

### **Course requirements**

- The training is optimized for Microsoft Internet explore 5.0 or higher and Netscape 4.5 or higher
- If you are not familiar with ISO 9000:2000, we recommend you take the ISO 9000:2000 online course first.

### **Certificate requirements**

The course uses a continuous evaluation method with on-going quizzes to facilitate the information retention. If your final average is equal or greater to 70% you will be issued a **training certificate**. If your final average evaluation is less than 70%, you will have to take a final exam and score above 70% to be issued the training certificate.

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## **Course Outline for ISO 9001:2000 & Auditor Training**

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### **Course objective**

This course is based on the quality management system (QMS) standard ISO 9001:2000, the guideline document for implementing and improving QMS's ISO 9004:2000, and the Fundamentals and vocabulary for QMS's ISO 9000:2000. It is also based on ISO 19011, which is a guideline document for auditing quality systems. The case studies in the later part of the course will be presented along with the applicable sections of ISO 9001:2000.

### **Course length**

5-6 days (doing a couple of hours/day) are required to complete the ISO 9001:2000 & auditor course.

### **Who should attend**

Anyone who wants to quickly and efficiently understand and learn how to audit or lead an audit using the QMS and EMS auditing guideline to ISO 19011:2002.

### **Course includes**

The structure of the training is as follows

- 1.0 THE STANDARD
- 2.0 THE PROCESS APPROACH
- 3.0 SCOPE
- 4.0 QUALITY MANAGEMENT SYSTEM
- 5.0 MANAGEMENT RESPONSIBILITY
- 6.0 RESOURCE MANAGEMENT
7. 0 PRODUCT REALIZATION
- 8.0 MEASUREMENT, ANALYSIS AND IMPROVEMENT
- 9.0 DEFINITIONS
10. TYPES OF AUDITS
11. AUDIT OBJECTIVES
12. ROLES AND RESPONSIBILITIES
13. AUDITOR ACTIVITIES
14. INITIATING THE AUDIT
15. PREPARING THE AUDIT
16. EXECUTING THE AUDIT
17. WHAT THE AUDITOR IS LOOKING FOR
18. AUDIT DOCUMENTS
19. AUDIT TECHNIQUES: TELL ME/SHOW ME



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- 20. AUDIT TECHNIQUES: AUDIT PATH
- 21. AUDIT TECHNIQUES: GRADUAL ELEVATION
- 22. AUDIT TECHNIQUES: SAMPLING
- 23. AUDIT COMPLETION AND CORRECTIVE ACTION FOLLOW-UP
- 24. **INDUSTRY CASE STUDIES**

### **Course approval**

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### **Course requirements**

The training is optimized for Microsoft Internet explore 5.0 or higher and Netscape 4.5 or higher.

### **Certificate requirements**

The course uses a continuous evaluation method with on-going quizzes to facilitate the information retention. If your final average is equal or greater to 70% you will be issued a **training certificate**. If your final average evaluation is less than 70%, you will have to take a final exam and score above 70% to be issued the training certificate.

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## Course Outline for ISO 14001:2004 Auditor

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### Course objective

The auditor training program is based on ISO 14001:2004, which is a guideline document for auditing and implementing quality systems ISO 14001:2004, upgrading expertise from auditing ISO 9000 to ISO 14001:2004 and from auditing to ISO 14001:1996 to ISO 14001:2004, and upgrading expertise from auditing with the guidance ISO 10011-1 to ISO 19011:2002.

### Course length

2-3 days (doing a couple of hours/day) are required to complete the ISO 14001:2004 auditor course.

### Who should attend

Anyone who wants in-depth understanding of the ISO 14000 Audit Process. This is the ideal training course for responsible in charge of planning and scheduling an audit program or must perform audits to ISO 14000: Quality Assurance and Environmental Affairs Managers, Quality Assurance and Environmental Professionals.

### Course includes

The structure of the training is as follows:

1. DEFINITIONS
2. TYPES OF AUDITS
3. AUDIT OBJECTIVES
4. ROLES AND RESPONSIBILITIES
5. AUDITOR ACTIVITIES
6. INITIATING THE AUDIT
7. PREPARING THE AUDIT
8. EXECUTING THE AUDIT
9. WHAT THE AUDITOR IS LOOKING FOR
10. AUDIT DOCUMENTS
11. AUDIT TECHNIQUES: TELL ME/SHOW ME
12. AUDIT TECHNIQUES: AUDIT PATH
13. AUDIT TECHNIQUES: GRADUAL ELEVATION
14. AUDIT TECHNIQUES: SAMPLING
17. AUDIT COMPLETION AND CORRECTIVE ACTION FOLLOW-UP
18. ENVIRONMENTAL CASE STUDIES

### Course approval



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This online training course is approved by the German Registrar RWTUV-USA. The certificate bears all the approvals. And, we have been selected by the prestigious ISO 9000 Registrar RWTUV of Germany to support the training of their clients worldwide (<http://www.tuv-usa.com>).

### **Course requirements**

The training is optimized for Microsoft Internet explore 5.0 or higher and Netscape 4.5 or higher.

### **Certificate requirements**

The course uses a continuous evaluation method with on-going quizzes to facilitate the information retention. If your final average is equal or greater to 70% you will be issued a **training certificate**. If your final average evaluation is less than 70%, you will have to take a final exam and score above 70% to be issued the training certificate.

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## Course Outline for ISO 13485:2003 Training

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### Course objective

This course gives an overview of all important aspects for managers of an organization in order to implement and maintain an ISO 9001:2000 compliant management system.

### Course length

2-3 days (doing a couple of hours/day) are required to complete the ISO 13485 course.

### Who should attend

This is the ideal course for anyone who do NOT have time to allocate a full day to take a LIVE course on ISO 13485:2003, and who wants to quickly and efficiently understand what ISO 13485:2003 and ISO 9001:2000 are about, you want to upgrade your knowledge and expertise from ISO 13485:1996 or ISO 9000:1994, en 46001 to ISO 13485:2003.

### Course includes

The structure of the training is as follows:

- The Standard
- The Process Approach
- Scope
- Quality Management System
- Management Responsibility
- Resource Management
- Product Realization
- Measurement, Analysis and Improvement

### Course approval

This online training course is approved by the German Registrar RWTUV-USA. The certificate bears all the approvals. We have been selected by the prestigious ISO 9000 Registrar RWTUV of Germany to support the training of their clients worldwide (<http://www.tuv-usa.com>)

### Course requirements

The training is optimized for Microsoft Internet explore 5.0 or higher and Netscape 4.5 or higher

### Certificate requirements

The course uses a continuous evaluation method with on-going quizzes to facilitate the information retention. If your final average is equal or greater to 70% you will be issued a **training certificate**. If your final average evaluation is less than 70%, you will have to take a final exam and score above 70% to be issued the training certificate.

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## Course Outline for ISO 13485:2003/ ISO 19011 Auditor

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### Course objective

This course has been specifically designed to meet the needs of the Medical Device Industry and is for individuals responsible for planning and scheduling an audit program for ISO 13485 and those who must perform audits to ISO 13485 for quality assurance. It provides in-depth understanding of the ISO 13485 Audit Process.

### Course length

2-3 days (doing a couple of hours/day) are required to complete the ISO 13485 auditor training course.

### Who should attend

This is the ideal course for anyone who wants to quickly and efficiently learn how to audit to ISO 13485:2003, upgrade his/her expertise from auditing ISO 13485:1996 to ISO 13485:2003, and upgrade his/her expertise from auditing with the guidance ISO 10011-1 to ISO 19011:2002,

### Course includes

The structure of the training is as follows:

1. DEFINITIONS
2. TYPES OF AUDITS
3. AUDIT OBJECTIVES
4. ROLES AND RESPONSIBILITIES
5. AUDITOR ACTIVITIES
6. INITIATING THE AUDIT
7. PREPARING THE AUDIT
8. EXECUTING THE AUDIT
9. WHAT THE AUDITOR IS LOOKING FOR
10. AUDIT DOCUMENTS
11. AUDIT TECHNIQUES: TELL ME/SHOW ME
12. AUDIT TECHNIQUES: AUDIT PATH
13. AUDIT TECHNIQUES: GRADUAL ELEVATION
14. AUDIT TECHNIQUES: SAMPLING
19. AUDIT COMPLETION AND CORRECTIVE ACTION FOLLOW-UP
20. MEDICAL DEVICE CASE STUDIES

### Course approval

This online training course is approved by the German Registrar RWTUV-USA. The certificate bears all the approvals. We have been selected by the prestigious ISO 9000 Registrar RWTUV of Germany to support the training of their clients worldwide (<http://www.tuv-usa.com>)

### **Course requirements**

- If you are not familiar with the ISO 9000:2000, it is recommended to take the ISO 13485:2003 training course first.
- The training is optimized for Microsoft Internet explore 5.0 or higher and Netscape 4.5 or higher

### **Certificate requirements**

The course uses a continuous evaluation method with on-going quizzes to facilitate the information retention. If your final average is equal or greater to 70% you will be issued a **training certificate**. If your final average evaluation is less than 70%, you will have to take a final exam and score above 70% to be issued the training certificate.

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## Course Outline for ISO/TS 16949:2002 Training

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### Course objective

This course gives an in-depth understanding of the TS 16949:2002 Audit Process. It has been specifically designed to meet the needs of the Automotive Industry. Those responsible for planning and scheduling an audit program for TS 16949:2002 and those who must perform audits to TS 16949:2002 for quality assurance.

### Course length

2-3 days (doing a couple of hours/day) are required to complete the ISO/TS 16949 course.

### Who should attend

Anyone who do not have time to allocate a full day to take a LIVE course on ISO/TS 16949:2002, wants to quickly and efficiently understand what ISO/TS 16949:2002 and ISO 9001:2000 are about, and ISO 9001:2000 are about, and wants to upgrade his/her knowledge and expertise from QS 9000 or ISO 9000:1994 to ISO/TS 16949:2002.

### Course includes

The structure of the training is as follows:

- The Standard
- The Process Approach
- Scope
- Quality Management System
- Management Responsibility
- Resource Management
- Product Realization
- Measurement, Analysis and Improvement

### Course approval

This online training course is approved by the German Registrar RWTUV-USA. The certificate bears all the approvals. We have been selected by the prestigious ISO 9000 Registrar RWTUV of Germany to support the training of their clients worldwide (<http://www.tuv-usa.com>)

### Course requirements

The training is optimized for Microsoft Internet explore 5.0 or higher and Netscape 4.5 or higher

### Certificate requirements

The course uses a continuous evaluation method with on-going quizzes to facilitate the information retention. If your final average is equal or greater to 70% you will be issued a **training certificate**. If your final average evaluation is less than 70%, you will have to take a final exam and score above 70% to be issued the training certificate.

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## Course Outline for ISO/TS 16949:2002/ISO 19011 Auditor

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### Course objective

This course has been specifically designed to meet the needs of the Auto Industry and those responsible for planning and scheduling an audit program for TS 16949:2002, and those who must perform audits to TS 16949:2002 for quality assurance. This course gives an in-depth understanding of the TS 16949:2002 Audit Process has to take this course.

### Course length

4-5 days (doing a couple of hours/day) are required to complete the ISO/TS 16949 auditor training course.

### Who should attend

Anyone who do not have time to allocate two full days (doing a couple of hours/day) to take a LIVE course on ISO/TS 16949:2002, wants to quickly and efficiently learn how to audit to ISO/TS 16949, upgrade his/her expertise from auditing QS 9000 to ISO/TS 16949 and from auditing with the guidance ISO 10011-1 to ISO 19011:2002.

### Course includes

The structure of the training is as follows:

1. DEFINITIONS
2. TYPES OF AUDITS
3. AUDIT OBJECTIVES
4. ROLES AND RESPONSIBILITIES
5. AUDITOR ACTIVITIES
6. INITIATING THE AUDIT
7. PREPARING THE AUDIT
8. EXECUTING THE AUDIT
9. WHAT THE AUDITOR IS LOOKING FOR
10. AUDIT DOCUMENTS
11. AUDIT TECHNIQUES: TELL ME/SHOW ME
12. AUDIT TECHNIQUES: AUDIT PATH
13. AUDIT TECHNIQUES: GRADUAL ELEVATION
14. AUDIT TECHNIQUES: SAMPLING
15. AUDIT COMPLETION AND CORRECTIVE ACTION FOLLOW-UP
16. AUTOMOTIVE INDUSTRY CASE STUDIES

### Course approval

This online training course is approved by the German Registrar RWTUV-USA. The certificate bears all the approvals. We have been selected by the prestigious ISO 9000 Registrar RWTUV of Germany to support the training of their clients worldwide (<http://www.tuv-usa.com>)

### **Course requirements**

- If you are not familiar with the ISO 9000:2000, it is recommended to take the ISO/TS 16949:2002 training course first.
- The training is optimized for Microsoft Internet explore 5.0 or higher and Netscape 4.5 or higher

### **Certificate requirements**

The course uses a continuous evaluation method with on-going quizzes to facilitate the information retention. If your final average is equal or greater to 70% you will be issued a **training certificate**. If your final average evaluation is less than 70%, you will have to take a final exam and score above 70% to be issued the training certificate.