



Course Outlines

- ISO 9000: 2000 & Auditor Training

The course consists in two parts:

PART I: Course Outline for ISO 9000:2000 Training

This part of the 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.

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

PART II: Course Outline for ISO 9000:2000 Auditor Training

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 the new 2000 version of ISO 9001:2000.

The vocabulary is based on ISO 9000:2000.

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. CASE STUDIES: COVERING SECTION OF THE STANDARD AND VARIOUS INDUSTRIES.

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.rwtuvusa.com>)

Course requirements

- There is no prerequisite required for this course.
- The training is optimized for Microsoft Internet explore 5.0 or higher and Netscape 4.5 or higher

Certificate requirements

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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.