

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

### 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
- 9 AUDIT DOCUMENTS
- 10 AUDIT TECHNIQUES: TELL ME/SHOW ME
- 11 AUDIT TECHNIQUES: AUDIT PATH
- 12 AUDIT TECHNIQUES: GRADUAL ELEVATION
- 13 AUDIT TECHNIQUES: SAMPLING
- 14 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

- If you are not familiar with the ISO 9001:2008, it is recommended to take the ISO 9001: 2008 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.