

Quality Management Systems Lead Auditor

Exemplar Global QM, AU, and TL

PwCAUD501, PwCAUD402, PwCAUD503, and PwCAUD504



Learning Outcomes

Participants, after the successful completion of this course, will have the knowledge to conduct internal or external audits of a Quality Management System, either as a sole auditor, a member of an audit team, or as the team leader.

Important:

- All course work and assessments are conducted and completed during class hours
- There is no homework
- Certificates are issued promptly upon the completion of the course
- We never cancel a course
- Trainers are practicing audit professionals

This course includes a complimentary copy of ISO 9001, along with all learning materials and refreshments.



Standards covered

This 4 day specialised course provides a comprehensive and practical understanding of:

- ISO 19011:2011 Guidelines for auditing management systems
- ISO 9001:2015 Quality management systems – Requirements.



Course Outline

Participants learn how to perform an audit in accordance with ISO 19011:2011 Guidelines for Auditing Management Systems. The course provides a comprehensive and practical understanding of how to conduct a successful internal or external audit,

either as part of an audit team or as the team leader. We focus in particular on the principles and procedures of auditing, the importance of planning, the roles and responsibilities of an auditor, how to gather effective audit evidence and report on the audit findings, and the required follow up activities as an auditor.

Participants also learn the auditing requirements of ISO 9001, and how to best apply and integrate the standard for the benefit of an organisation.



Timetable

Monday

Introduction to Management Systems Auditing

- Introduction to auditing
- Roles and responsibilities of an auditor
- Principles and procedures of auditing
- Communication skills and interview techniques
- Setting appropriate audit objectives, goals, and criteria
- Documentation requirements.

Tuesday

Management Systems Auditing

- Planning a Management Systems audit
- How to ensure that audits add value to an organisation
- Auditing as a Team Leader
- Effective audit evidence
- Difference between Corrective and Preventive actions
- Management Systems auditing scenarios

- Developing the audit report and writing audit findings.

Wednesday

Quality Management Systems

- Scope of Quality and Integrated Management Systems
- Documentation requirements of ISO 9001
- Auditing requirements of ISO 9001.

Friday

Auditing scenarios

- Review of Quality and Integrated Management System requirements
- Quality audit scenarios
- Course review.



Assessment

During the course, participants will complete a series of workshops, which form part of the assessment. Upon the completion of each module there is a short multiple choice exam. Participants receive continual assistance and feedback from the facilitator.



Qualification

Upon successful completion of the course, each participant will receive a Certificate of Attainment which identifies the 3 Exemplar Global competencies below:

- Exemplar Global QM
- Exemplar Global AU
- Exemplar Global TL.



Additionally, participants will receive the units of competency listed below:

- PwCAUD501 Initiate a quality audit
- PwCAUD402 Participate in a quality audit
- PwCAUD503 Lead a quality audit
- PwCAUD504 Report on a quality audit.

The remaining four units of competency required to complete the Applied Diploma of Quality Auditing are available as an additional 3-day workshop. Dates and

locations are available on PwC's Auditor Training & Certification website. Completion of the full Integrated Management Systems Lead Auditor course is a prerequisite to entrance into the final Applied Diploma of Quality Auditing workshop.

Additional Exemplar Global competencies for Environmental and/or OHS Management Systems (Exemplar Global EM and OH) may be added during the same week of training, or attended separately. Competencies for Food Safety Management Systems may be attended separately.



Who should attend

Designed to cater to a variety of people currently involved in the audit and Quality Management System process, you should attend if you:

- want to become an internal QMS auditor
- want to become a 3rd party Quality auditor
- need to write and implement a QMS
- are involved in the Quality management process
- are managers responsible for their QMS and QMS auditing
- wish to consolidate their existing knowledge into a formal qualification.

A business background is preferred, however prior experience in auditing and management systems is not essential.



Cost and Payment

The cost of this course is \$3,150 (incl. gst) per person. Payment can be made either by direct debit or credit card. We do offer payment plans, however PwC must receive payment prior to the issuing of the certificate



Trainers

PwC's Auditor Training & Certification has a team of expert trainers who are all practicing auditors in the fields of Quality, Environmental, and OHS Management Systems certification. Our trainers have great delivery and training techniques, and make the course relevant and practical with real auditing experiences.



Contact us

If you would like more information or to enquire about enrolment, please call us on 1300 95 96 92, or email your PwC Auditor Training & Certification representative.

www.auditortraining.pwc.com.au



Where to from here?

If you wish to become a registered third-party, or external Quality Management Systems auditor with Exemplar Global, completing this course is the first step. Once you have obtained the Exemplar Global competencies from this course, you can follow either a qualification-based certification path, or competency-based. A full explanation of the requirements to become certified with Exemplar Global can be found on our website or contact us for more information.