



**ISO 9001:2008 Quality Management System
Lead Auditor Workshop (RAB/QSA Certified)
(5 Days)**

Course Outline:

This five-day seminar provides an explanation of the ISO 9001:2008 requirements and the design of a functional and effective Quality Management System. Additionally, explains the auditing process and audit instruments; documentation process, information on how to conduct an audit, write the audit report, and take corrective action; and auditing case studies to develop skills for identifying nonconformities.

Topics Covered Include:

- Extensive review and application of ISO 9001:2008 QMS – Requirements & ISO 19011:2002 - Guidelines for Quality and/or Environmental Management Systems Auditing
- Quality audits – roles and phases
- Audit planning and preparation
- Performing effective audits
- Completing the audit report
- Corrective action, verification and close-out
- Codes of practice
- ISO 9000 registrar accreditation

Pre-requisite: ISO 9001:2008 Internal Auditor Workshop or equivalent working experience.

Course Particulars:

Location: 16 Forest Road, Suite 301

Time: 8:00 am - 6:00pm

Fee: \$1,695.00 plus HST (plus 7% admin fee) (*meals and materials will be provided*)

**All Course Fees plus taxes must be pre-paid at time of
REGISTRATION.**

Course Cancellation Policy:

Cancellation requests 21 calendar days before the start date of the seminar will receive a full refund minus a \$100 administration fee.

Cancellation requests received within the 21 calendar days before the start date of the course are non-refundable.

Quality Matters Inc. reserves the right to cancel any seminar; full refunds will be granted.

Course Substitution Policy:

Substitutions of participants will be permitted at any time prior to the start of the course. Please ensure that any substitute participants meet the pre-requisite requirements for the course.

For more information or to register, contact Quality Matters Inc. at (709) 722-7860, or email us at training@qualitymatters.net or visit our web site @ www.qualitymatters.net.



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Please fax to: **Quality Matters Inc.**
16 Forest Road, Suite 301
St. John's, NL A1E 0A5
Fax: 709-739-4864

Name: _____

Company: _____

Title: _____

Address: _____

Town/City: _____ Province: _____

Postal Code: _____

Telephone: _____ Fax: _____

Email Address: _____

Course Name: _____

Course Date: _____

IMPORTANT NOTE: For the Internal Auditor and Lead Auditor courses, there is a prerequisite that the registrant must have an adequate knowledge and understanding of the applicable standard or specification, gained through training and/or experience. If you are registering for any of these courses, have you met the specified prerequisite? Yes No

Method of Payment: Cheque or Money Order enclosed (payable to Quality Matters Inc.)

Signature: _____

How did you hear about this course?

Brochure Website Email
Referral Other Sales Call

Is your company registered to ISO 9001, ISO 14001 or OHSAS 18001? Yes No

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