



**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
Dates: May 11 - 15, 2009
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 info@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

CANCELLATION POLICY: Cancellation requests received more than 21 calendar days before the start date of the seminar will receive a full refund of the course minus a \$100.00 administration fee. Cancellation requests received within 21 days before the start date of the course are non-refundable.

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