

## FIVE-DAY TRAINING PROGRAMME

### **CQI & IRCA CERTIFIED QMS ISO 9001:2015 & IATF 16949:2016 LEAD AUDITOR COURSE (CQI & IRCA PR328 COURSE SPECIFICATION) (Course ID:1725)**

#### Learning Objectives

On completion, successful students will have the knowledge and skills to:

##### Knowledge

- Explain the purpose of a quality management system, of quality management systems standards, of management system audit, of third party certification and the business benefits of improved performance of the quality management system (see 2.1-PR352 Course Specification).
- Explain the role and responsibilities of an auditor to plan, conduct, report and follow-up a quality management system audit in accordance with ISO 19011, and ISO/IEC 17021, as applicable (see 2.2- PR352 Course Specification).

##### Skills

- Plan, conduct, report and follow-up an audit of a quality management system to establish conformity (or otherwise) with ISO 9001/IATF16949 and in accordance with ISO 19011, and ISO/IEC 17021, as applicable (see 2.3- PR328 Course Specification)

#### Notes for Candidates

1. A core requirement for our approval by the IRCA, is the need for candidates to participate in the whole five-day training programme comprising **at least 40 hours** of lecture, workshop & study presentations. The Course criteria are in accordance with **PR352 Course Specification**.
2. Candidates need to demonstrate their capability as prospective auditors to the tutors by developing their questioning & reasoning skills at all times. **Each delegate shall be required to participate actively in workshops, case studies and auditor role-playing or actual system audit situations as part of the structured class activities. At least 50% of the course time shall be used for such activities.**
3. To ensure an effective & efficient training, the course itself has a number of time allocations for specific chapters. The training should be conducted in strict adherence to the planned training time-table. **Use of mobile phones, pagers, etc which could disrupt the course is forbidden during the course.**
4. **Pre-requisite:**  
Students are expected to have knowledge of the following quality management principles and concepts:
  - a) Management systems
    - The Plan, Do, Check, Act (PDCA) cycle

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- The core elements of a management system and the interrelationship between top management responsibility, policy, objectives, planning, implementation, measurement, review and continuous improvement.

#### b) Quality management

- The fundamental concepts and the seven quality management principles (see ISO 9000):
  - Customer focus
  - Leadership
  - Engagement of people
  - Process approach
  - Improvement
  - Evidence-based decision making
  - Relationship management.
- The relationship between quality management and customer satisfaction.

#### c) ISO 9001 & IATF16949

Knowledge of the requirements of ISO 9001 & IATF16949 and the commonly used quality management terms and definitions, as given in ISO 9000, which may be gained by completing an IRCA Certified QMS Foundation Training course or equivalent.

5. Candidates will be assessed continuously by our tutors over the five days & must pass this assessment before the candidate is allowed to sit for the written examination. **Poor time keeping during the course shall be taken into account during the continuous assessment.**
6. Candidates who pass both the practical & written part of the course are considered to have satisfied the training requirements for the IRCA.
7. The second part of the assessment involves a closed book written examination of two hours. The pass mark is 63. Only a copy of ISO 9001 & IATF16949 and a bilingual dictionary are the only items permitted for reference.
8. To apply as Registered Auditor/Lead Auditor/Senior Auditor under the IRCA Scheme, appropriate practical audits must be carried out. This will be explained in Chapter 8 during the course.
9. The standard requirements are used solely for the purpose of this training. Participants shall destroy the standard, shall not make any copies after the training, to ensure that there is no copyright infringement.

## DAY 1

0830 - 1800 Hours

TIME	SUBJECT
0830 – 0900	<< <b>Ice-Breaker (學員彼此認識)</b> - Introduction among delegates - Tutors use outputs from the ICE BREAKER session to determine where to place emphasis as the course unfolds
0900 – 0930	<< <b>Course Introduction (課程簡介)</b> - IRCA introduction - Notes for delegates - Course objectives
0930 – 1015	<< <b>Exercise 1: Risk-Based Thinking Scenario (練習一: ”以風險為基礎的思維” 情境演練)</b> - Team formation by Tutor-in-charge - Appointment of Team Leader - Team Discussion - Document results of team discussion using flip charts/whiteboard/LCD - Open Discussion - Tutor-in-charge summarized accordingly & select champion team
1015 – 1030	<< <b>Tea Break (休息)</b>
1030 – 1230	<< <b>Chapter 1: The IATF 16949 QMS Model (課本第一章: IATF 16949 品質管理系統模式)</b> <b>Approach: AL Based Discussion</b>
1230 – 1330	<< <b>Lunch (午餐)</b>
1330 – 1430	<< <b>Chapter 2: Auditing the IATF 16949 Requirements (課本第二章: IATF 16949 之要求)</b> <b>Approach: AL Based Presentation</b>
1430 – 1530	<< <b>Exercise 2: Audit Planning (練習二: 稽核規劃)</b> - Team formation by Tutor-in-charge - Appointment of Team Leader - Team Discussion
1530 – 1545	<< <b>Tea Break (休息)</b>
1545 – 1800	<< <b>Exercise 2: Audit Planning (Continued) (練習二: 稽核規劃 - 繼續)</b> - Document results of team discussion using flip charts/whiteboard/LCD - Presentation by each group's Team Leader (group members shall support presentation, where necessary) - Tutor-in-charge summarized accordingly
1800	<< <b>End of Day 1 Training (第一天訓練結束)</b>

**Note 1:** Tutors shall refer to the Session Plan in the Tutors guide, Training Realization Planning & all the applicable sample outputs & supplement documents (note: specified in the respective syndicate exercises for all Syndicate Work Activities).

**Note 2:** Besides official breaks (lunch & 2 tea breaks), the tutors in-charge shall at their discretion give delegates small breaks (5~10 mins) in between sessions to meet part of the AL learning objectives.

**Note 3:** The tutors in-charge shall at their discretion assign homework during the course (e.g. revision of ISO Standard / specific assignment by tutor), homework that assigned shall be discussed in recapitulation to fulfil an effective learning cycle.

## DAY 2

0830 - 1800 Hours

TIME	SUBJECT
0830 – 0900	<< <b>Daily Course Recapitulation &amp; Students Feedback (昨天課程回顧/學員回饋)</b> - Recapitulation of previous day training program against training objectives - Students feedback for continual improvement on training approach
0900 – 1015	<< <b>Chapter 3: Documentation of IATF QMS (課本第三章: IATF 16949 品質管理系統 之文件化) Approach: AL Based Presentation</b>
1015 – 1030	<< <b>Tea Break (休息)</b>
1030 – 1230	<< <b>Exercise 3: Documented Information Review Role Play (Stage 1 Audit)</b> <b>(練習三:審查文件化資訊之角色扮演-第一階段稽核)</b> - Team formation by Tutor-in-charge - Appointment of Team Leader - Team Discussion & Role-Play
1230 – 1330	<< <b>Lunch (午餐)</b>
1330 – 1515	<< <b>Exercise 3: Documented Information Review Role Play (Stage 1 Audit) (Continue)</b> <b>(練習三:審查文件化資訊之角色扮演-第一階段稽核-繼續)</b> - Team Discussion & Role-Play
1515 – 1530	<< <b>Tea Break (休息)</b>
1530 – 1800	<< <b>Exercise 3: Documented Information Review Role Play (Stage 1 Audit) (Continue)</b> <b>(練習三:審查文件化資訊之角色扮演-第一階段稽核-繼續)</b> - Team Discussion & Role-Play - Observers' feedback - Tutor-in-charge summarized accordingly
1800	<< <b>End of Day 2 Training (第二天訓練結束)</b>

**Note 1:** Tutors shall refer to the Session Plan in the Tutors guide, Training Realization Planning & all the applicable sample outputs & supplement documents (note: specified in the respective syndicate exercises for all Syndicate Work Activities).

**Note 2:** Besides official breaks (lunch & 2 tea breaks), the tutors in-charge shall at their discretion give delegates small breaks (5~10 mins) in between sessions to meet part of the AL learning objectives.

**Note 3:** The tutors in-charge shall at their discretion assign homework during the course (e.g. revision of ISO Standard / specific assignment by tutor), homework that assigned shall be discussed in recapitulation to fulfil an effective learning cycle.

## DAY 3

0830 - 1800 Hours

TIME	SUBJECT
0830 – 0900	<< <b>Daily Course Recapitulation &amp; Students Feedback</b> (昨天課程回顧/學員回饋) - Recapitulation of previous day training program against training objectives - Students feedback for continual improvement on training approach
0900 – 1015	<< <b>Chapter 4: Planning &amp; Conducting The IATF QMS Audit – The Responsibilities &amp; Activities</b> (課本第四章: 規劃與執行 IATF 品質管理系統 之稽核-責任與活動) <b>Approach: AL Based Presentation</b>
1015 – 1030	<< <b>Tea Break</b> (休息)
1030 – 1230	<< <b>Chapter 4: Planning &amp; Conducting The IATF QMS Audit – The Responsibilities &amp; Activities</b> <b>(Continued)</b> (課本第四章: 規劃與執行 IATF 品質管理系統 之稽核-責任與活動-繼續) <b>Approach: AL Based Presentation</b>
1230 – 1330	<< <b>Lunch</b> (午餐)
1330 – 1430	<< <b>Chapter 5: Audit Checklist</b> (課本第五章: 稽查查檢表) <b>Approach: AL Based Presentation</b>
1430 – 1515	<< <b>Exercise 4: Audit Checklist Preparation</b> (練習四: 準備稽查查檢表) - Team formation by Tutor-in-charge - Appointment of Team Leader - Team Discussion
1515 – 1530	<< <b>Tea Break</b> (休息)
1530 – 1800	<< <b>Exercise 4: Audit Checklist Preparation (Continued)</b> (練習四: 準備稽查查檢表-繼續) - Team Discussion - Document results of team discussion using flip charts/whiteboard/LCD - Presentation by each group's Team Leader (group members shall support presentation, where necessary) - Tutor-in-charge summarized accordingly
1800	<< <b>End of Day 3 Training</b> (第三天訓練結束)

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- Note 2:** Besides official breaks (lunch & 2 tea breaks), the tutors in-charge shall at their discretion give delegates small breaks (5~10 mins) in between sessions to meet part of the AL learning objectives.
- Note 3:** The tutors in-charge shall at their discretion assign homework during the course (e.g. revision of ISO Standard / specific assignment by tutor), homework that assigned shall be discussed in recapitulation to fulfil an effective learning cycle.

## DAY 4

0830 - 1800 Hours

TIME	SUBJECT
0830 – 0900	<< <b>Daily Course Recapitulation &amp; Students Feedback (昨天課程回顧/學員回饋)</b> - Recapitulation of previous day training program against training objectives - Students feedback for continual improvement on training approach
0900 – 1015	<< <b>Chapter 6: Corrective Action Request and Audit Reporting (課本第六章: 稽核發現與矯正措施通知單)</b> <b>Approach: AL Based Presentation</b>
1015 – 1030	<< <b>Tea Break (休息)</b>
1030 – 1230	<< <b>Exercise 5: Audit Findings and Corrective Action Request (練習五: 稽核發現與矯正措施通知單)</b> - Team formation by Tutor-in-charge - Appointment of Team Leader - Team Discussion
1230 – 1330	<< <b>Lunch (午餐)</b>
1330 – 1515	<< <b>Exercise 5: Audit Findings and Corrective Action Request (練習五: 稽核發現與矯正措施通知單)</b> - Team Discussion
1515 – 1530	<< <b>Tea Break (休息)</b>
1530 – 1700	<< <b>Exercise 5: Audit Findings and Corrective Action Request (Continued) (練習五: 稽核發現與矯正措施通知單-繼續)</b> - Document results of team discussion using flip charts/whiteboard/LCD - Presentation by each group's Team Leader (group members shall support presentation, where necessary) - Tutor-in-charge summarized accordingly
1700 – 1800	<< <b>Chapter 7: Automotive Certification Scheme For IATF 16949 (課本第七章: IATF 16949 汽車業驗證計畫)</b> <b>Approach: Tutor Led Discussion</b>
1800	<< <b>End of Day 4 Training (第四天訓練結束)</b>

**Note 1:** Tutors shall refer to the Session Plan in the Tutors guide, Training Realization Planning & all the applicable sample outputs & supplement documents (note: specified in the respective syndicate exercises for all Syndicate Work Activities).

**Note 2:** Besides official breaks (lunch & 2 tea breaks), the tutors in-charge shall at their discretion give delegates small breaks (5~10 mins) in between sessions to meet part of the AL learning objectives.

**Note 3:** The tutors in-charge shall at their discretion assign homework during the course (e.g. revision of ISO Standard / specific assignment by tutor), homework that assigned shall be discussed in recapitulation to fulfil an effective learning cycle.

## DAY 5

0830 - 1800 Hours

TIME	SUBJECT
0830 – 0900	<< <b>Daily Course Recapitulation &amp; Students Feedback (昨天課程回顧/學員回饋)</b> - Recapitulation of previous day training program against training objectives - Students feedback for continual improvement on training approach
0900 – 1015	<< <b>Exercise 6: Conduct of Audit &amp; Audit Reporting Role Plays (練習六: 執行稽核與稽核報告之角色扮演)</b> - Team formation by Tutor-in-charge - Appointment of Team Leader - Team Discussion & Role-Play
1015 – 1030	<< <b>Tea Break (休息)</b>
1030 – 1230	<< <b>Exercise 6: Conduct of Audit &amp; Audit Reporting Role Plays (Continued) (練習六: 執行稽核與稽核報告之角色扮演-繼續)</b> - Team Discussion & Role-Play - Document results of team discussion using flip charts/whiteboard/LCD
1230 – 1330	<< <b>Lunch (午餐)</b>
1330 – 1500	<< <b>Exercise 6: Conduct of Audit &amp; Audit Reporting Role Plays (Continued) (練習六: 執行稽核與稽核報告之角色扮演-繼續)</b> - Team Discussion & Role-Play - Observers' feedback - Tutor-in-charge summarized accordingly
1500 – 1530	<< <b>Chapter8: IRCA Auditor Certification Scheme (課本第八章: IRCA 稽核員/評審員 登錄計畫)</b>
1530 – 1545	<< <b>Tea Break (休息)</b>
1545 – 1600	<< <b>Course Summary &amp; Preparation for Examination (課程摘要與準備考試)</b> - Conclusion of 5 days training program against training objectives - Briefing of exam format & procedure - Fill up Course Survey Form by respective delegates
1600 – 1800	<< <b>Written Examination (筆試)</b>
1800	<< <b>End of Training (第五天訓練結束)</b>

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