



CQE Training & Consultancy Plt (Reg. No. : LLP0003668-LGN)

Registered Office : No. 46, Lorong Bintang, Taman Tasik Permai, 34000 Taiping, Perak. Malaysia.

Operating Office : No. 85A (1st. Floor), Jalan Barrack, 34000 Taiping, Perak. Malaysia.

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- understand the important of an effective audit using audit checklists
- create a good inter-relation within departments in improving the quality management system.

Program Contents :-

- + Registration
- + Introduction, Ice-breakers (Warm-Up Exercise)
- + Training Schedule Confirmation
- + Quality Auditing as a Management Tools for Quality Improvement.
- + Terms and definition related to Quality Auditing
- + What is Quality Audit ? Differences with Environmental Audits
- + Types of audits (System, Product and Process)
 - Example of System, Product and Process Audits
 - Sample Checklists
- + Who are involved in Quality Audit ?
- + Parties involved in Quality Audit and their relationship
- + What are the roles of Quality Auditor, Auditee and Client ?
- + Ideal attributes and characters of Quality Auditors.
 - Principle of Quality Auditing
 - Integrity
 - Fair Presentation
 - Due Professional Care
 - Confidentiality
 - Independence
 - Evidence Based Approach
- + What is Accreditation and Certification?
 - Definition
 - Roles and Functions
- + Managing Quality Audit Programme
 - Quality Management Representative (QMR) roles
 - Recommended good practices in Quality Audit Programme
- + Audit planning and preparation. (Effective Auditing)
 1. Steps in conducting audit.
 2. Non-conformance writing
 3. Audit reporting process.
 4. Post audit activities (corrective actions, verification and follow-up).
 5. Record retention.
- **New Process Approach Auditing Methodology**
- **ISO19011:2011 Standard on Quality and Environment Auditing Systems.**
- Evaluation exercise / discussions.
- Workshop 1 – Fact of Fiction Exercise?
- Workshop 2 – IATF16949:2016 Non-Conformity Clause Identification Exercise (10 Questions)
- Workshop 3 – IATF16949:2016 Non-Conformity Report (NCR) Statement Writing Exercise
- Case Study (5 Cases)



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Who should attend

Managers, Engineers, Executives, Quality Practitioners and any member of an organisation who is required to carry out internal auditing on quality management system will benefits from this programme.
(Pre-requisite : Attended the IATF16949:2016 Automotive QMS Introductory & Awareness Training)

Methodology

The program would be conducted by using the following materials / aids :-

- Course Notes
- OHP / LCD
- Case Study
- Group Activities
- Lecturettes

Duration

2 days

