

# ISO 9001 : 2008 LEAD ASSESSOR COURSE FOR THE ICT INDUSTRY

Organised by  
Partners In Quality Consultancy Sdn Bhd

This course is developed **specifically for the ICT Industry**. This intensive 5 days course is packed with practical knowledge, latest tools plus a “live auditing session” to ensure actual application and implementation of **Championing Professional Quality Audits**.

## **HIGHLIGHTS**

The program teaches participants the Best Industrial practices and principles of how to conform, comply and manage a company's Quality Management System and certification audits. It details world class practices in auditing principles and process audits and more importantly, with auditing methodologies used by International Corporations and certification bodies such as BSI, Lloyds, TUV, SIRIM, SGS, DNV, BVQI.

This course teaches the principles and practices of effective quality management systems and process audits in accordance with ISO 9000 series of standards and ISO 19011:20 and provides guidelines for quality management systems auditing. Students gain necessary auditing skills through a balance of formal classroom tutorials, practical role-playing, group workshops and open forum discussions. This course is certified by IRCA@RABQSA. Students successfully completing this course through continual evaluation, will fulfill the IRCA@RABQSA training requirements for QMS Lead Auditor certification.

## **KEY TOPICS**

- ***Certified Auditor Qualifications, Requirements And Responsibilities***
- ***Building A Positive Relationship With Your Certification Body / Registrar***
- ***World Class Auditing Process, Mechanics And Tools***
- ***How To Use Auditing Data & Reduce Non Conformances (NCRs)***
- ***Relationship Between ISO9001, CMMI, 25000 and 20000***
- ***Change Employee Mindsets To Be ZERO Non Conformance***

## **WHAT YOU WILL LEARN**

Upon completion of this course, you will be better prepared and be able to:

- ***Clearly understand and interpret the requirements of ISO 9001***
- ***Construct an effective audit plan using the process approach***
- ***Implement assessment audits that bring positive results***
- ***Conduct opening and closing meetings that are professional and impactful***
- ***Select, manage and develop an effective audit team***
- ***Help management appreciate the positive contribution audits bring about***

## **COURSE DATES:**

4th , 5th & 6th October (Week 1) and 11th & 12th October (Week 2)

## **WHO SHOULD ATTEND:**

Management Representatives, Department Heads, Quality Managers & Executives, Audit team members, ISO Committee members.

## ABOUT THE COURSE INSTRUCTOR – MR. BILL TEOH



Bill Teoh is an excellent consultant trainer with more than 18 years of consulting companies to be certified to ISO 9001 / 18001 / 14001 / CMMI / 25000 / 20000. He has trained more than 1,000 companies to date including SIRIM and INTAN personnel on ISO and auditing programs. Bill had been involved in many Quality conventions organized by the Malaysian Productivity Corporation besides being invited to adjudicate for numerous corporate in-house Quality competitions. Bill has been actively involved in quality improvement seminars and conferences such as those organized by ASLI (Corporate Governance), IQPC (Defect Elimination), SIDC (Industry Development Workshop Series), MIM (Managing Quality) and Marcus Evans (Six Sigma). He is a certified ISO 9000 Lead Assessor (IRCA/QSA-QA 68) as well as a Six Sigma Deployment Expert. Some of his many International clients include MICROSOFT, DUTCH LADY, SIEMENS, BRITISH PETROLEUM, DATAVISION, HEWLETT PACKARD, CSA, SHELL, CANON, MOTOROLA, KYOCERA, TELENOR (DIGI), TOYOTA, NEC, SHERATON GROUP, CITIBANK, SONY and SAMSUNG.

Bill is IT savvy as he has been actively involved in developing CRM, LMS, and HRIS software products.

### REGISTRATION FEES:

**Special price of RM3,350 per participant**

Fees includes the following;

1. Lead Assessor Manual,
2. Handouts and auditing templates,
3. Data sheets templates,
4. Data analysis excel template,
5. Change management process flow
6. Auditing Executive Report template
7. Auditor evaluation template
8. Auditee appreciation and evaluation template
9. Department evaluation template
10. Audit effectiveness template
11. Audit data representation charts and graphs templates
12. [Free Sigma Excel Statistical software trial version](#)

### REGISTRATION FORM

Name of Company: .....

Tel No: ..... Fax No : .....

Participant No.1: ..... Participant No. 2: .....

Designation 1: ..... Designation 2: .....

Contact Tel 1: ..... Contact Tel 2: .....

Registration via fax: 03 – 7960 0032 OR email to: [enquiry@partners-in-quality.com](mailto:enquiry@partners-in-quality.com)

To find out more details call: 016 212 6769 (Bill)