

# PERRY JOHNSON, INC.

The World Leader in ISO 9000

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## Course Outline

### Day 1- Critical Knowledge Part 1

- A. International Organization for Standardization
- B. What goes into Establishing and Maintaining a Quality Management System?
- C. Plan-Do-Check-Act
- D. Architecture of ISO 9001/Explaining and Defining Key Terms Documented Information (Maintaining and Retaining)
- E. 1st, 2nd, and 3rd Party Audits
- F. Why do Companies Pursue ISO 9001 (or Equivalent) Certification?
- G. Objectives of Auditing
- H. Audit Scope/Audit Criteria
- I. Ensuring Auditor Competency/Auditor Selection Criteria
- J. The Importance of Different Auditing Methods and Techniques

### Day 2- Critical Knowledge Part 2

- A. Auditors and Lead Auditors
- B. Confidentiality
- C. Communication throughout the Audit Process
- D. The Overall Auditing Process
- E. Preparing Audit Activities
- F. Preparing for the Stage 2 Audit/Preparing the Audit Plan
- G. Preparing the Working Documents
- H. Conducting On-Site Audit Activities
- I. Guides and Observers
- J. Collecting and verifying information (gathering audit evidence)
- K. Generating Audit Findings/Preparing Audit Conclusions
- L. Preparing and Distributing the Audit Report
- M. Completing the Audit

### Day 3- Skills Practice Day

- A. Audit Planning/Issuing an Audit Plan/ Auditing Processes - Following the Flow
- B. Purposes and Application of Documented Information Review
- C. Preparing Audit Questions/Audit Working Documents/Purposes of an Audit Working Document
- D. Collecting Audit Evidence
- E. Nonconformities
- F. Recording Nonconformities

### Day 4 – Mock Audit

- A. Stage 1 Audit – Preparation of Stage 2 Audit Plan
- B. Stage 2 Audit Preparation – Development of Audit Questions, Opening Meeting Preparation
- C. Opening Meeting
- D. Stage 2 Audit
- E. Audit Report Preparation, Nonconformity Report Preparation, and Closing Meeting Preparation
- F. Closing Meeting

### Day 5 – Final Topics/Exam

- A. Discussion of Mock Audit Findings and Conclusions
- B. Root Cause, Correction, and Corrective Action
- C. Auditor Certification Requirements
- D. Exam