

# Course : Become a quality audit manager

*Practical course - 2d - 14h00 - Ref. FRP*

*Price : 1520 CHF E.T.*

The role of the audit manager is essential insofar as it helps to anticipate risks that could damage the company's performance. This training course will enable you to find the right posture with the various stakeholders and your team. You'll learn how to implement a strategy with the right tools to detect potential problems, and support your team whatever the context of your intervention.

## Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Knowledge of the main standards
- ✓ Plan, organize and conduct a quality audit
- ✓ Writing an audit report
- ✓ Follow up the audit through to closing
- ✓ Support teams through the various stages of the audit

## Intended audience

Quality managers, system quality managers or continuous improvement managers, auditors, consultants or anyone in charge of a team of quality auditors.

## Prerequisites

No special knowledge required.

## Practical details

### Hands-on work

Practical exercises, case studies, fun workshop or individual exercises, exchanges of practices.

## Course schedule

### PARTICIPANTS

Quality managers, system quality managers or continuous improvement managers, auditors, consultants or anyone in charge of a team of quality auditors.

### PREREQUISITES

No special knowledge required.

### TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

### ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

## 1 Reminder of the fundamentals of quality auditing

- Understand the objectives and challenges of quality auditing.
- Understand the main standards (ISO 9001, 14001, 50001) and audit stages.
- Identify the different players involved in a quality audit.

### Hands-on work

Discussion and reflection on the challenges of auditing for the company. In groups, a card game exercise to familiarize participants with the audit process. Debriefing.

## 2 Definition and planning of audit programs

- Define the audit program (product/process, program horizon, etc.).
- Adapt your audit program to regulatory constraints and internal/external risks.
- Identify the resources needed and the associated risks/opportunities (skills upgrading and more).

### Hands-on work

Build an annual audit program in line with your business. Risk/opportunity identification workshops in sub-groups.

## 3 Performing and supervising the audit as lead auditor[...]

- Position yourself as a lead auditor.
- Prepare the audit: information gathering, opening meeting, etc.
- Conducting an audit: auditing and note-taking techniques.
- A successful closing meeting: summary report, identification of gaps and areas for improvement.

### Hands-on work

In sub-groups, drafting of a report summarizing deviations from the standard, suggestions for improvement and presentation of strengths.

## 4 Audit activity management

- Managing teams: motivation, skills...
- Engage the various players in a common goal.
- Define indicators and associated management routines.
- Manage disputes and follow up on improvement plans.

### Hands-on work

Group workshop: sharing best practices and pitfalls to avoid.

### TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

### TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

### ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at [psh-accueil@orsys.fr](mailto:psh-accueil@orsys.fr) to review your request and its feasibility.