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TITLE OF THE PROGRAM : Internal Quality Auditors Training ISO 9001:2015.

INTRODUCTION:

If one repeats a process continuously without any exploration of possibilities for a different approach towards improvement, the result cannot be changed. Religious application of PDCA takes an organization to a different height. So the standards also requires a periodic review. Thus the intellectuals contributed their valuable efforts in enhancing the quality of the standard. Hence the standard has taken a different transformation towards transforming the organization which chooses to implement a reliable Quality Management System for its consistent determined growth.

OBJECTIVE:

To provide an orientation on the changes made in the ISO 9001:2008 Quality Management System and its impact in the implementation and practice in an organization. Further method of auditing the system.

CONTENTS

SECTION – A The challenges of Top Management

SECTION – B Understanding ISO 9001 : 2015 Vs ISO 9001 : 2008

- 1.0 Why the changes were made to ISO 9001:2008?
- 2.0 Changes to the requirements from ISO 9001:2008
- 3.0 Major differences in Terminology between ISO ISO 9001:2008 and ISO 9001:2015 - Clarification of new structure, terminology and concepts
- 4.0 Key concepts such as risk-based thinking and process approach
- 5.0 Quality Management Principles
- 6.0 Structure of ISO 9001:2015 Quality Management System
- 7.0 The benefits of the new version of ISO 9001:2015
 - a. Terms and Definitions
 - b. Significance of QMS
 - c. Advantages of implementation of QMS
 - d. Stages of improvements seen by ISO 9000 Series
 - e. Structure of ISO 9001: 2015
 - f. Interpretation of ISO 9001:2015

SECTION – C Internal Auditing

- a. The Concept of Auditing
- b. Principles of Auditing
- c. Management of Audit Program
- d. Auditor Competence
- e. Internal Audit Methodology
- f. Auditor Requirement
- g. Auditor Credibility
- h. Audit Needs



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- i. Preparatory work – Audit Check list
- j. Carrying out the Audit
- k. The Audit
- l. Getting the information through Questioning
- m. Verification technique
- n. Reporting the finding non-conformance
- o. Internal Audit Reports
- p. Audit Report Forms
- q. Corrective Action Procedure
- r. Follow-up Actions

Practical Training / Evaluation

1. NCR writing
2. Exercise on Clause identification
3. Objective Type Questions.

METHODOLOGY:

1. Understanding the levels of the participants.
2. To set the program tuning to the level of the participants.
3. Explaining them clearly the objectives of the program and levels they are expected to be after completion of the program.
4. Creating a self learning and understanding platform for the participants where they learn by self and present their understanding on which value additions will be given.
5. Interpreting the Clauses.
6. Sighting practical examples in satisfying a clause.
7. If participants bring in the real cases where they find problem, they will be helped to get them resolved.
8. The session will cover the role of an Auditor and the role of an Auditee. This will help the participants to manage the external audit.

LANGUAGE:

MATERIAL : English

LECTURE : Tamil or Hindi or English (As desired by the participants)

PASS CRITERIA AND CERTIFICATION:

Participants who secure overall **70% and above** and **60% and above in the individual sections** during the Final Evaluation will be certified as Internal Auditors.

TARGET GROUP:

One of the principle of ISO 9001:2015 is Engagement of people which states that *Competent, empowered and engaged people at all levels throughout the organization are essential to enhance the organisation's capability to create and deliver value.*

Hence participants from all segments could be made to participate so that everyone could be aligned towards the organisation's objective.

Supervisors / Engineers / Managers of all the processes like Marketing, Design & Development, Production, Quality, Purchase, Stores, HR.



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PROFILE OF THE TRAINER MR. V. RAMAVALLABHAN

Background:

- *Physics Graduate with Post Graduate Diploma in Master of Business Administration (PGDMBA), Diploma in Production Management (DPM).*
- *Certified Lead Auditor – ISO 9001 (IRCA & RABQSA), ISO/TS 16949 (SMMT-IF IATF & AIAG), AS 9100C (RABQSA), ISO 14001 (IEMA), OHSAS 18001 (IRCA), ISO 27001 (NABET) and ISO 50001 (BSI).*
- *VDA 6.3 Process Auditor (VDA-QMC, Germany)*
- *Certificate of Lean Competency – Lean Manufacturing from QCI.*
- *Certified IPC Specialist : IPC/WHMA-A-620 Requirements and Acceptance for Cable and Wire Harness Assemblies.*

Key Attributes:

- *Over 2 decades exposed to Multi Branches of industries namely Electrical, Electronics, Mechanical, Plastics and sophisticated screen printing, in the areas of R & D, Manufacturing, Quality, Reliability, Supplier Development, Product Transfer, Agency Approvals, Customer Support, Process Engineering, Etc.*
- *Over 1 decade in Training and Consulting*
- *Traveled to countries like Singapore, USA and Srilanka for New Product development, Supplier development, Product Transfer, Training & Development of the employees.*
- *His excellence in man management during his corporate life has lifted him to great heights.*
- *His interpersonal relations and easy access among various levels of the organization he is working with is a great advantage.*
- *Presented papers in International seminar on various topics like TQM, Global Warming, etc.*
- *Currently since the year 2005 offers Training (Technical & Soft skills) and Consulting. The training sessions are handled in 3 languages namely, Tamil, Hindi and English. Covered 1000s of participants through out India.*
- *On Consulting, completed and working on various projects on BPR, TQM, Quality Circle Consulting including preparing the team members for competition, Jury in Quality Circle Competition, Product Transfer, 5S, VE, Kaizen, Facilitate Documenting, Implementing and Certification of ISO 9001, ISO 14001, OHSAS 18001, ISO/TS 16949, ISO/TS 29001, etc.*
- *The industries trained and undertook projects include Automobile, Electronics, Electrical, Mechanical, Plastics, Casting, Forging, Printing, Cement, Sugar, Rubber, Chemical, Construction, Fabrication, Heavy Engineering, Shipping, Garments, FMCG, etc.*



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- *His approach on implementing system will be Simple, Practical, Cost effective most importantly focusing on most appropriateness that benefits the organization towards Return on Investments (ROI).*
- *Awards: Received Awards for best Soft Skills and Corporate Trainer.*