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PAS101: ISO 9001:2015 Certified Lead Auditor Training

E-learning Course Duration: 14 Hours

Website: www.Punyamacademy.com

Chapter - 1: CONTENTS OF ISO 9001:2015 CERTIFIED LEAD AUDITOR TRAINING E-LEARNING COURSE

Sr. No.	The entire e-learning course has 9 main parts as below		Details
	Lectures		**No. of slides**
1.	1.	Session – 1 : Overview of ISO 9001:2015 Standard	20
	2.	Session – 2 : ISO 9001:2015 Principles	10
	3.	Session – 3 : ISO 9001:2015 Requirements	44
	4.	Session – 4 : Documented Information	12
	5	Session – 5 : Risk Management	21
	6	Session – 6 : QMS Audit Process	38
	7	Session – 7 : Audit Term & Definitions, Roles & Responsibilities	20
	8	Session – 8 : Performing an Audit based on ISO 9001:2015	20
	9	Session – 9 : Nonconformity and Corrective Action	15
	Total no. of slides (with Audio lectures) ➜		**200**
2.	Hand-outs (each session detail document is given in PDF and participant can download, print, or save it for future reference)		**Approx. 120 Pages in PDF**
3.	Session Exams at end of each session and Final Exam		**Total 10 Exams**
4.	Audit Checklist as per Department-wise and Clause-wise		**Approx. 400 audit questions**
5.	ISO 9001 Certified Lead Auditor Training Certificate		**Award Certificate**

For more information about ISO 9001:2015 Certified Lead Auditor Training Click Here

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4 Introduction • What is a customer? • Anyone who is impacted by the product or process delivered by an organization.

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• Freedom from deficiencies Refers to quality of conformance • Higher conformance means fewer complaints and increased customer satisfaction.. • What is a product?• The output of the process carried out by the organization.. • The American National Standards Institute (ANSI) and the American Society for Quality (ASQ) define quality as • The totality of features and characteristics of a product or service that bears on its ability to satisfy given needs.

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• Product features Refers to quality of design • Examples in manufacturing industry Performance, Reliability, Durability, Ease of use, Esthetics etc.. Title: Total Quality Management 1 Total Quality Management 2 Introduction • What is quality? • Dictionary has many definitions Essential characteristic, Superior, etc. [Virtualbox for windows 8.1 64 bit](#)

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• Internal customer Other divisions of the company that receive the processed product.. ISO 9001:2008 Presentation Each Employee must review the ISO ISO 9001: 2015 & ISO.. • External customer The end user as well as intermediate processors Other external customers may not be purchasers but may have some connection with the product.. Meeting any contractual or regulatory requirements for auditing Audit results are a major input to the management review process. [free bluray reader for mac](#)

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6 Why Quality? • Reasons for quality becoming a cardinal priority for most organizations • Competition Todays market demand high quality products at low cost.. Project management is the practice of initiating, planning, executing, controlling, and closing the work of a team to achieve specific goals and meet specific success criteria at the specified time.. • Examples in service industry Accuracy, Timeliness, Friendliness and courtesy, Knowledge of server etc.. 3 Introduction • What is TQM? • A comprehensive, organization-wide effort to improve the quality of products and services, applicable to all organizations.. It may be goods (e g Automobiles, missile), software (e g A computer code, a report) or service (e.. g Banking, insurance) 5 Introduction • How is customer satisfaction achieved? • Two dimensions Product features and Freedom from deficiencies.. Having high quality reputation is not enough! Internal cost of maintaining the reputation should be less.. • Some definitions that have gained wide acceptance in various organizations Quality is customer satisfaction, Quality is Fitness for Use.. • Changing customer The new customer is not only commanding priority based on volume but is more demanding about the quality system.. Presentations & Papers; Internet Creating a Good Management Review System Internal Audit ISO 9001:2015. ae05505a44 [Mail For Mac Download Free](#)

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