



**CONTINUING EDUCATION**

## **ISO/TS 16949:2002 Internal Quality Auditing**

### **CEQAL 633**

This five-day, activity-based seminar will provide participants with the skills necessary to audit a quality management system to the requirements of ISO/TS 16949:2002. The first two days of the course provide participants with the skills necessary to effectively plan and conduct process-based quality management system audits as well as how to document the results in a concise audit report. The last three-days of the course provide participants with an understanding of the Automotive Core Tools: APQP, PFMEA, PPAP, SPC and MSA, and how to audit these activities.

**Who Should Attend:** Managers assigned responsibility for establishing or managing an internal audit program and personnel assigned responsibility for participating in internal or supplier audits as a lead auditor or an audit team member.

**Prerequisites:** A general understanding of the quality standard is required (ISO/TS 16949:2002 Overview).

**CEU'S Credits:** 4.0

**Duration:** 40 Hours – 5-day course

**Course Content:**

**Review of the Standards**

- What is ISO/TS 16949:2002?
- The Eight Quality Management System Principles

**Quality System Documentation**

- Scope
- The Quality Manual
- Procedures
- Work Instructions

- Quality Records

### **Introduction to Quality System Auditing**

- What is Quality?
- What is a Quality Management System?
- What is an Audit?
- Why Audit?
- How to Audit For Effectiveness

### **How to Audit a Process-Based Quality System**

- The Process Model
- What is a Process?
- Defining a Process
- Customer Oriented Processes
- Requirements For Processes
- Understanding Process Interrelationships
- Process Maps and What to Look For
- Process Controls
- Process Auditing Techniques

### **Effective Audit Planning**

- Defining the Audit Scope and Objectives
- Selecting The Audit Team
- Conducting The Document Review
- Preparing an Audit Plan
- Identifying and Gathering Information
- Developing Audit Work Documents

### **How to Conduct the Audit**

- The Opening and Closing Meetings
- Effectively Communicating During the Audit
- Collecting and Verifying Information
- Interview Techniques
- Identifying and Documenting Audit Nonconformances
- Preparing Corrective Action Requests

### **Audit Reporting and Corrective Action Verification**

- Writing an Audit Report
- Verification of Corrective Actions

### **Managing an Audit Program**

- Developing an Audit Schedule
- Audit Files and Records

- Auditor Characteristics, Requirements and Responsibilities

### **Automotive Core Tools**

- PPAP
- APQP/CP
- FMEA
- SPC
- MSA

### **ISO/TS 16949:20002 Audit Scenarios & Case Studies**

*Each participant will receive a comprehensive manual and a Certificate of Completion at the close of the seminar.*