

The Systems 3 Group Training...  
ensuring businesses meet their key commercial, risk and social objectives.

- ✓ *Want to get qualified as an Auditor?*
- ✓ *Want to learn a fool-proof system to pass your regulatory audits... EVERY TIME?*
- ✓ *Learn up-to-date efficiency system based on current, real life examples.*

## Quality Management Systems Auditor Training–AQ01 (4 days)

### Get practical knowledge and the latest information from the field:

- Professionally manage a Quality Management System within your organisation based on industry benchmarks of standards
- Interpret and apply ISO 19011 audit steps and monitoring systems to **ensure** you're on track with the most efficient system possible
- Interpret the ISO 9001 (QMS) standard
- Understand the application of core issues and root cause analysis to non conformances

### Who Should Attend?

- Corporate Governance Managers and Staff
- Regulatory Auditors
- Quality Assurance Managers and Document Controllers
- Second Party Auditors i.e. Inventory Managers and Auditors of Suppliers
- Internal Auditors
- Quality Consultants
- System Managers

### You get to learn from real-life examples...

Our course trainers are also consultants to the top-end of town clients... this ensures **all course material is based on real-life examples** using a detailed and practical approach to performing audits against the ISO 9001.

### Also included in the course

- Your own copy of ISO 9001
- Morning and afternoon tea and lunch, every day
- **Course Manual: QMS Auditor Training**, S3G, 2007.

### Day 1– Introduction to Audit and Quality concepts

#### Auditing

- Audit terms and definitions
- Objective evidence, information and verification
- Interview, observation and documentation
- Compliance and effectiveness
- Audit schedules
- Objectives, scope and criteria

#### Quality

- Organisations and processes
- Management systems
- Documentation structures
- Benefits of systems
- Risk and process based systems

### Day 2–Understanding Standards Regulations and Objective Evidence

- International standards
- ISO 9001 & other criteria
- Risk management
- Detailed review of ISO 9001 and objective evidence for each requirement of ISO9001
- Accreditation and certification

## HOW TO REGISTER

**Price:** \$1980pp  
(inc GST)

**Phone:** Toll Free (from  
within Australia)  
1800 110 034

**Fax:** 61 7 3856 0099

### ? Questions

info@s3g.com.au

### Course Calender

www.s3g.com.au

S3G offer public courses in  
Brisbane, Sydney, Melbourne,  
Adelaide Perth.



“ It was the round table and frank discussions regarding the outcomes that gave me the understanding of the full requirements of our audit process. ” **Melbourne, VIC**

### Day 3—Time to Conduct an Audit

- Critical first steps in initial contact—pre-audit visit and documentation, document review
- The audit plan, itinerary and notification
- Get your team on track—allocating tasks, working documents, checklists
- Efficiency—the importance of process focused checklists
- How to open meetings and communicate the audit methods and process
- The roles and responsibilities of guides and 3rd party observers
- Sampling and how to collect and verify information
- How to evaluate audit findings

### Day 4—Crucial post-audit steps—reporting and follow-up

- Understand the next step—audit conclusions and non-conformity reports
- Understanding audit reporting; preparation, authorisation and distribution of information
- What's last? Audit follow-up; how to complete the audit and what's expected in follow-up

### Course Approvals



S3G is an RABQSA International approved training provider. This course provides a learning and assessment pathway to the following knowledge competency units:

RABQSA-AU: Management systems auditing  
RABQSA-QM: Auditing quality management systems  
RABQSA-TL: Leading management system audit teams

There are however further requirements to register as a QMS auditor/lead auditor with both RABQSA International (Australia/USA) and IRCA, the UK equivalent.



This training course and certificate of attainment is recognised by IRCA as meeting the requirement for auditor certification to Competence units AU + TL + QM = ISO 9000:2000 series auditor/lead auditor

### Our trainers are not 'career' trainers.

Instead, our trainers are experts in the industry—called upon by internationally recognised clients, often at crisis time.

This means students of our courses benefit from real-life, in-field experience and knowledge, with much of the case studies used in training coming directly from the field.

**The bottom-line advantage to clients means students acquire practical knowledge at the front of their industry trends.**

**Group Discount** (all public courses, 1 booking) : 3+ people 5% off total (within the same organisation)  
5+ people 10% off total (within the same organisation)

### Enquire about our *In-house Courses*

#### Business Excellence:

- Strategic Planning (OE1)
- Process Analysis and Review (OE2)
- Customer Service (OE3)
- Continual Improvement (OE4)
- Human Resources (OE5)
- Marketing (OE6)
- Communication (OE7)
- Change Management (OE8)
- Project Management (OE9)
- Productivity and Efficiency (OE10)

#### Quality:

- Developing A Practical Quality Management System (MQ01)

#### Environmental, Health & Safety:

- Developing A Practical Environmental Management System (ME01)
- Environmental Awareness Training (ME02)

#### Health & Aged Care:

- Management System For Community Care (MA01)
- Continuous Improvement—The Next Stage (MA02)
- Understanding Continuous Improvement (MA03)
- Risk Assessment In Aged Care (MA04)
- Understanding The Accreditation Standards—Specifically For Care Staff (MA07)
- Understanding The Accreditation standards—Specifically For Support Staff (MA10)
- Survey Design (MA12)
- Australian Retirement Village Association Surveyor Training (AR04)

#### OR:

We can address your **specific, key business and training requirements**. Please contact us for a **tailor-made, in-house course** proposal.

We have trained over 10,000 students and represent over 200 blue-chip clients internationally.



“ Great course, well organised, presented well and gave me a lot of insight for my organisations next round of certifications. ” Brisbane, QLD