

Two day workshop on  
**Internal Quality Audit (IQA)**  
as per ISO 9001:2008 revised standard

**December 7 (Monday) - 8 (Tuesday), 2009**

**Organized by**  
**National Centre for Quality Management**  
**Mumbai**

**NEED FOR INTERNAL QUALITY AUDIT AND AUDITORS**

When an organization is implementing or practicing ISO 9000 Quality Management System, Internal Quality Audits are mandatory requirements as per ISO 9001 Quality Management System standard. It is necessary for internal quality auditors to interpret correctly the requirements of ISO 9001 standard and develop audit methodology to ensure adequacy, suitability and effectiveness of organization's quality management system.

The ISO 9000 series of international standards emphasise the importance of audits as a management tool for monitoring and verifying the effectiveness of an organization's Quality Management System. An internal auditor need special skills to identify opportunity for improvement in QMS, thereby, helping top management for sustaining organization's competitiveness in the market.

**OBJECTIVES**

The workshop is designed to provide an overview of ISO 9001:2008 revised standard requirements. Participants will get necessary inputs to understand objectives of IQA plan and manage IQA requirements in line with revised standard ISO 19011 i.e. management system auditing and acquire skills to conduct Internal Quality Audit.

**METHODOLOGY**

The topics will be covered in 12 hours spread over two days involving lecture & interaction to improve understanding, sharing of live experiences of learning and exercises to strengthen learning through workshop style. An examination will be conducted at the conclusion of the programme. Participants will be awarded certificates.

**WHO SHOULD ATTEND THE TRAINING?**

- Programme is specially designed for Management Representatives, Dept. Heads, Managers, Executives from all industries such as Manufacturing, Service, Hospitality, IT, Banking, BPO's Insurance, Education Institutions & others.
- Refreshing existing Auditors, Consultants

**CONTENTS**

Day 1 Fundamentals - Eight Principles  
ISO 9001:2008 requirements and interpretation –  
Case Study on Clauses and Presentation

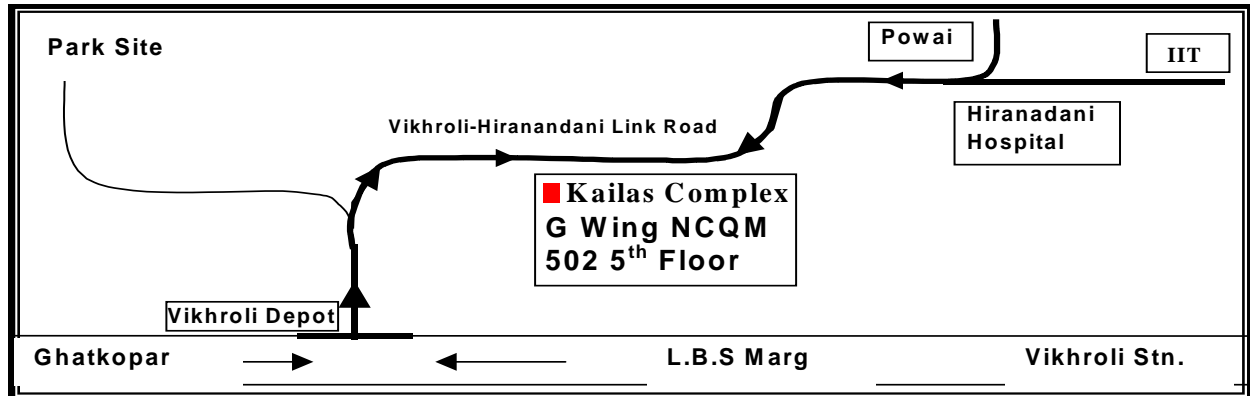
Day 2 Principles of auditing, audit programme and activities  
Auditing Techniques, Conventions, Investigation  
Non-Conformity Statements, NC Statements Exercise  
Preparation of Checklists  
Test Exam and feedback

**TIMING** : Registration : 09.00 hrs. (First Day)  
Sessions : 09.15 hrs to 17.00 hrs

**FEES** : Rs. 4,500/- per participant  
Rs. 4,050/- per participant (for NCQM Members and group registration of 3 or more participants)  
**Plus Service Tax 10.3%**  
**Registration on first come first basis**

(Fee include course material, cost of certificate, lunch, tea/coffee)

**VENUE** : NCQM Learning Centre, 5<sup>th</sup> Floor, G-502,  
Kailas Complex, Vikhroli – Hiranandani Link Road,  
Vikhroli (W) Mumbai 400 079.



### REGISTRATION

Please send nominations accompanied by workshop fee in favour of **National Centre for Quality Management** by demand draft / Cheque payable at Mumbai,  
To,

Programme Co-ordinator

#### **National Centre for Quality Management**

G-501-503, 5<sup>th</sup> Floor, Kailas Complex, Parksite

Vikhroli – Hiranandani Link Road, Vikhroli (W), Mumbai – 400 079.

Tel. : 2517 0483 / 2517 0469 Fax : 2517 0144

Email : ncqm@vsnl.com ncqmmumbai@yahoo.co.in website : www.ncqm.com

### FACULTY

#### **Madan. D. Mandlekar B.E. (Electrical)**

- ❖ Having more than 35 years of experience in Manufacturing, Consulting, Training & Education field.
- ❖ Lead auditor for QMS : ISO 9001:2000
- ❖ Acknowledged & Certified Trainer for ISO 9000, Total Quality Management (TQM) & Soft Skill areas. (Conducted more than 200 Training Programmes in leading companies in India).
- ❖ Assisted many companies for getting ISO Certification & on auditor panel with leading certification bodies.
- ❖ Visiting faculty to leading management institutions in the areas of Operation, Production & Quality Management.
- ❖ Fellowship award : National Centre for Quality Management.

### ORGANISER

#### **National Centre for Quality Management (NCQM)**

- ❖ NCQM was established in 1985 by a group of enlightened industrialists and professionals to spread the culture of quality in the Indian economy.
- ❖ A Not-for-profit premier professional organization engaged in dispensing quality related services to various sectors of Industry through seminars, training, education, publication, research and advisory services.
- ❖ NCQM has already conducted more than 1000 programmes and seminars related to Quality management, Environment Management, Occupational Health & Safety Management and HR related areas.
- ❖ NCQM has its Headquarters in Mumbai and Extension Centres at Ajmer, New Delhi, Navi Mumbai, Pune and Rajkot.