

ISO/TS 16949:2009

Process Approach Internal Audits

for appointed Internal Auditors who will perform internal audit for ISO/TS 16949:2009 QMS
(System, Process and Product Audit)



16 & 17 June 2015 (9.00 am – 5.00 pm), Sunway Hotel Seberang Jaya

The "automotive process approach" for internal auditing to ISO/TS 16949:2009 is a significant departure from the way most organizations have designed their audit programs.

Learn the new steps of audit scheduling, planning, execution and reporting, needed to adapt from a compliance-based approach to one that promotes understanding of the effectiveness and efficiency of your Quality Management System. We will examine system, process and product audits through case studies and workshops.

Learning Objectives/Outcomes	100% SBL claimable
<ul style="list-style-type: none"> ✓ To understand concept and importance of internal audit ✓ To master the application of Process Approach Auditing skill: COP, Octopus and Turtle ✓ To interpret ISO/TS 16949 specification from an Auditor's point of view ✓ To use the methodologies and tools for internal audit ✓ To construct effective audit mapping to find the objective evidence needed to make the audits really work for the company ✓ To establish, implement and maintain own auditing system 	<p>Normal Fee: RM900 per participant</p> <p>Register by <u>03 June 2015</u>, or Group of 2 or 3 Participants: 10% Discount Group of 4 or 5: 15% Discount</p> <p><i>Certificate of participation will be awarded upon completion of the program</i></p>

Program Outline

Introduction to International Requirements	Internal Audit – System Audit	Process and Product Audit (VDA 6.3 and 6.5)
Introduction <ul style="list-style-type: none"> History of ISO/TS 16949 Preparation of ISO/TS 16949 The Consolidation of ISO 9000 and ISO/TS 16949 Family Standards ISO/TS 16949:2009 Quality Management System Requirements <ul style="list-style-type: none"> Model of QMS Scope Terms & Definitions QMS Requirements Management Responsibility Resource Management Product Realization Measurement, Analysis & Improvement 	Introduction of Internal Audit <ul style="list-style-type: none"> Benefits Reason for conducting an internal audit Principal of auditing Relationship between System, Process and Product Audit System: Process Approach Auditing <ul style="list-style-type: none"> What is Process Approach Basic Process Approach Model Relationship with Process Mapping How to use Process Approach for auditing Benefit of using Process Approach Customer Oriented Processes (COP) Octopus Diagram Turtle Diagram 	<ul style="list-style-type: none"> Definition & Basic Requirements Auditor Requirements Types of Audit Scope of Audit Working Document and Preparation Briefing of FMEA Briefing of Control Plan Audit Process <ul style="list-style-type: none"> Process Definition, Structure & Documents Process Specific Audit Questionnaire/Detailed Audit Plan Audit Method Audit Key Elements Finding Evaluation Follow Up Reporting

The Trainer

Ms Tan Joo See is a Principle Consultant focuses on quality improvement program such as ISO 9001, QS 9000, ISO/TS 16949, 5S and Quality Control Circle. She has served for 9 years in various industries and specializes in production planning, handling of customer order, inventory control, MRP II and quality improvement team. She assists clients in developing, implementing and maintaining the quality improvement projects especially for achieving ISO 9001 and ISO/TS 16949 certificates. Her experience includes identifying company's operational strength and weaknesses as well as customizing a suitable system that is in line with customers' vision. She leads in-house and off-site seminar in both understanding of ISO 9001:2008 and Internal Audit Training as well as FMEA, APQP, PPAP, QSA and 5S Housekeeping Training. She has a lively teaching style and effective approachable techniques in conducting the training as well as in consulting. In automotive industries, she has wide experience in companies relating to gear transmission cables, PCB, parking brakes and plastic molded parts and assembly. She is a registered Lead Assessor under IRCA in both ISO 9000 and ISO 14001. She is also an Internal Auditor for the ISO/TS 16949 Standard. She is a member of MRCA (Malaysia Register of Certificated Auditors) and IQA (Institute of Quality Malaysia).

For Registration Form, Contact Miss Ng or download from www.XcelLearn.com

Customised In-house training also available.



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"Excel in Learning for Superb People and Organisation Performance"

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Sunway Hotel Seberang Jaya

REGISTRATION FORM

	Name of Participant(s)	I/C No	Designation	Vegetarian(✓)
1.				
2.				
3.				
4.				
5.				

Company Name _____

Company Address _____

Contact Person _____

Designation _____

Tel _____

Fax _____

Email _____

Nature of Business _____

Enclosed is the Cheque (No: _____) of RM _____, crossed and made payable to **"XCELLEARN RESOURCES BHD"** (AmBank (M) Berhad A/C No: 093-201-200414-5).

Do you need us to assist you on the booking of hotel accommodation?

Yes ☐

No ☐

If yes, please specify:

Check-in Date _____

Check-Out Date _____

* The hotel accommodation is subject to availability. Please re-confirm with the coordinator before the training and make payment directly to the hotel on check-in date.

Terms & Conditions

1. The above registration fee is 100% claimable under SBL scheme. Please apply to HRDF for approval before the commencement of the program.
2. The fee is inclusive of training materials and meals (2 Tea Breaks and 1 Lunch) at the hotel.
3. If notice of withdrawal is given in writing before the confirmation of your registration, no fee is charged. No cancellation is allowed once confirmation letter is forwarded to you. If the registered participant is unable to attend, a substitute is allowed. No refund if participant does not turn up or being substituted on the training day.
4. Cheque should be crossed & made payable to **"XCELLEARN RESOURCES BHD"** 1 WEEK BEFORE training.
5. **XcelLearn** has the right to change the dates, time, venue, trainer or cancel the training scheduled due to circumstances beyond its control.

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