



THE BEST QUALITY TRAINING BY THE BEST QUALITY PEOPLE

Implementing and Auditing Quality Management Systems

This five day course provides participants with the core competencies to both implement and audit quality management systems that ensure they meet the requirements of the ISO 9001 standard.

Upon successful completion of this course participants will have gained the following knowledge and skills and be able to:

- Apply quality management principles
- Understand the terminology, intent and how to meet the requirements of ISO 9001
- Set up QMS to improve organisational effectiveness
- Identify and produce required documentation using the process approach and know how to implement it
- Evaluate the implementation and effectiveness of the QMS
- Establish audit objectives, scope and criteria
- Schedule audits and develop site audit plans and audit guidance tools
- Organise and direct audit team members
- Gather objective evidence using interviewing, observation and sampling techniques
- Analyse and interpret information to determine conformance with requirements
- Report audit findings, prepare audit reports and undertake follow-up.

Suitable for

Those involved in developing a quality management system, or those carrying out audits of quality management systems and looking to gain formal recognition of their knowledge and experience.

Introduction to ANDSAM Training

Partnering with



The New Zealand Quality College offers this course in partnership with ANDSAM Training, which provides training and assessment services specialising in the development, implementation and auditing of management systems. ANDSAM Training is approved by RABQSA International (RABQSA No. 013408).

Relevant RABQSA Competency Units

This course qualifies participants to become a Provisional Quality Auditor under the RABQSA Auditor Certification Scheme. The training has been structured to address the elements of competency required under the RABQSA International competency units:

- RABQSA-QM *Auditing Quality Management Systems*
- RABQSA-AU *Auditing Management Systems*
- RABQSA-TL *Leading Management System Audit Teams*.

Upon successful completion of the course, participants will receive a Certificate of Attainment.

NB. If you believe that you have already acquired some or all of the competencies through training, work or life experience, you can apply to ANDSAM Training for Recognition of Current Competence (RCC).

Activities and Assessment

All training features assessment activities comprising a mix of practical exercises, cases studies and written knowledge based assignments.

Presenters

The team of trainers is led by Andrew Schofield and Robert Crowe, who have been consulting and auditing for over 20 years in organisations from small businesses to large multinationals throughout Australasia, South East Asia, the United Kingdom and Europe.

Please note

The number of participants for each course is restricted to ensure a trainer / student ratio that will facilitate effective training outcomes.

Participating in a course

It's very easy to take part. You can make a provisional booking by phoning 0800 9000 99 or emailing us at info@nzqc.co.nz.

To confirm your place, just send us a completed registration form either with full payment or a purchase order. As soon as we receive your registration form (preferably no later than four weeks before the course), we'll send you a confirmation letter with full details.

Course fees include

- Tuition
- Morning tea, lunch and afternoon tea (depending on course times)
- All course notes and take-home reference materials

Duration & Prices

Five day course \$2590 +gst

Book one month in advance to receive the early bird price of \$2290 +gst

Dates & Locations

Auckland 28 February-4 March 2011
 30 May-3 June 2011
 1-5 August 2011
 21-25 November 2011

NZQC COURSE REGISTRATION FORM



Name of Course **Implementing and Auditing Quality Management Systems**

Date _____ Location _____

REGISTRANT INFORMATION

First Name _____ Last Name _____

Position/Title _____

Email _____

Company Name: _____

Postal Address _____ Postcode _____

Telephone _____ Fax _____

APPROVING MANAGER

First Name _____ Last Name _____

Position/Title _____

Email _____

Telephone _____ Fax _____

BOOKING

Purchase Order _____

Booking Contact Name _____

Invoice Address (if different to above) _____

Please read the terms and conditions below before posting your registration for this course.

METHOD OF PAYMENT

Payment for the course must be received by NZQC prior to course commencement date unless another arrangement has been agreed with NZQC.

Pay By Cheque

Please make cheque payable to:
New Zealand Quality College
Private Bag 28908, Remuera
Auckland 1541

Pay by Credit Card

Currently we accept VISA and MASTERCARD

VISA MASTERCARD

Card Number _____

Expiry Date _____

Cardholder's Name _____

Signature _____

Payment Amount: \$ _____ (+ GST)

Direct bank deposit

A/C 03-0196-0131722-00

Reference: NZQC

TERMS AND CONDITIONS

Amendment, Alteration and Cancellation

We reserve the right to amend, alter or withdraw any of the information in this brochure or on any course being offered should circumstances dictate. If we cancel, we will notify registrants as early as possible to minimise any inconvenience. Please check with us before booking any travel or accommodation connected with your course registration.

Unable to attend

We understand that priorities change and you may not be able to attend the course you have registered for. When this arises, the following terms may apply:

- If you advise us of the registrant's non-attendance 14 days or more before the course starts, you will be issued with a full refund.
- Should we receive cancellation less than 14 days before the course starts, we will refund 50% of the course fee.
- If we receive cancellation on the day of the course or the registrant does not attend, no refund will be made.

Transfers

You may transfer to another date and/or location for the course you have registered for up to 5 working days prior to the course commencing at no additional cost. If we receive a transfer request within 5 days of the course, a 25% transfer fee will apply. Transfers on the day of the course will be treated as cancellation.