AGENDA

Day 1

Time	Subject
8:00 a.m.	**Administration and Introduction**
	Review 'I Can' Document
	Exercise - The Wedding
	Module 1: RABQSA Auditor Certification
	Module 2: Management System Auditor Certification
	Overview
	Review of Pre-course Work
	Module 3: Quality Management Standards
	ISO 9001:2008 Criteria
	Workshop 1 - Understanding the Quality Management Principles
12:00 p.m.	**Lunch**
12:45 p.m.	**Module 3: Quality Management Standards** (cont'd)
	ISO 9001:2008 Criteria
	Workshop 2 - Audit Situations
	Module 4: Documented Quality Management Systems
	Workshop 3 - Identifying Documentation Needs
	Workshop 4 - Introduction to ABC Global, Inc.
	Review and Questions
6:00 p.m.	**Close of class for the day**

Note: 5 minute breaks every 1 – 1½ hours

Evening Work:
Workshop 5 – System Document Review.
Complete Supplementary Study Questions for Day 1.
Approximately 1 – 1 ½ hours.

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Day 2

Time	Subject
8:00 a.m.	Questions from Day 1.
	Review of Supplementary Study Questions
	Workshop 5 - Systems Document Review
	Module 5: Audit Basics
	Workshop 6 - ISO19011 Terms and Definitions
	Module 6: Audit Program Management
	Workshop 7 - Managing an Audit Program
	Module 7: Audit Planning
	Workshop 8 - Audit Conventions
	Workshop 9 - Selecting the Audit Team
12:00 p.m.	**Lunch**
12:45 p.m.	**Module 7: Audit Planning** (cont'd)
	Workshop 10 - Audit Schedules
	Module 8: Audit Guidance Tools
	Workshop 11 - Preparing Checklists
	Module 9: Opening Meetings
	Workshop 12 - Conducting an Opening Meeting
	Review and Questions
5:30 p.m. – 6:00 p.m.	**Close of class for the day**

Note: 5 minute breaks every 1 – 1½ hours

Evening Work:

Watch a TV interview and critique the host/interviewer on his/her style.
Take notes for class discussion.
Complete Supplementary Study Questions for Day 2.
Approximately 1 – 1 ½ hours

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Day 3

Time	Subject
8:00 a.m.	Questions from Day 2
	Review of Supplementary Study Questions
	Review TV Interview
	Module 10: Auditing Activities
	Workshop 13 - Managing the Audit Team
	Workshop 14 - Listening Skills
	Workshop 15 - Interviewing Techniques
	Introduction to Case Study 1
12:00 p.m.	**Lunch**
12:45 p.m.	**Module 11: Case Study 1**
	Module 12: Nonconformity Writing
	Workshop 16 - Nonconformity Writing
	Introduction to Case Study 2
	Individual preparation of questions
	Review and Questions
5:30 p.m. – 6:00 p.m.	**Close of class for the day**

Note: 5 minute breaks every 1 – 1½ hours

Evening Work:

Complete Supplementary Study Questions for Day 3.
Approximately 1 hour

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Day 4

Time	Subject
8:00 a.m.	Questions from Day 3
	Review of Supplementary Study Questions
	Module 13: Case Study 2
	Module 14: Closing Meeting
12:00 p.m.	**Lunch**
12:45 p.m.	**Module 14: Closing Meeting** (cont'd)
	Workshop 17 - Closing Meeting
	Module 15: Post Audit Activity
	Workshop 18 - Corrective Action
	Workshop 19 - Writing a Summary Report
	Review and Questions
5:30 p.m. – 6:00 p.m.	**Close of class for the day**

Note: 5 minute breaks every 1 – 1½ hours

Evening Work:

Write end of audit Summary Report for submission and discussion tomorrow morning.
Complete Supplementary Study Questions for Day 4.
Approximately 1 – 1 ½ hours

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Day 5

Time	Subject
8:00 a.m.	Questions from Day 4
	Review of Supplementary Study Questions
	Module 15: Post Audit Activity (cont'd)
	Workshop 19 - Writing a Summary Report (cont'd), Review
	Administration and Introduction of Examination
9:45 a.m.	Written Examination
11:45 a.m.	Course Review
12:00 p.m.	**Close of course**

Note: 5 minute breaks every 1 – 1½ hours

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