

Presents

ISO 9001 – INTERNAL QUALITY AUDITOR

This highly interactive training workshop is designed to provide participants with an understanding of auditing the ISO 9001 (2000) Quality Management System. Reference shall be made to the International standards on Quality Systems Auditing, ISO 19011. This provides an opportunity for individual participants to put into practice their acquired skills, during these workshops. The training provided as part of this workshop not only looks at internal auditing of a company's own Quality Management System; but also provides an introduction to product audits and supplier assessments, which will help to ensure value for money from the goods and services purchased by organizations participating in the training.

COURSE OBJECTIVE

At the end of this workshop, participants will have obtained a sound appreciation and understanding of the following:

- Quality, Quality Control and Quality Management;
- The detailed requirements of ISO 9001 (2000);
- Undertaking an effective Quality Management System Audit;
- Constructing audit checklists;
- Evaluating the significance of audit findings;
- Communicating findings via the presentation of non-conformity statements; and
- Enhancing Quality Improvement through the progression of the corrective action process.

Participants will also be able to:

- Plan and Prepare for the Quality Audit;
- Perform the Quality Audit;
- Report on Quality Audit Findings; and
- Close-out Corrective Action arising from the Quality Audit.
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TARGET GROUPS

Personnel who already are, or who are designated to become Quality Management System Auditors.

Date: **August 5th – 7th, 2009** Time: **8:30am – 4:00pm** Cost: **\$3,500.00 (VI)**

TUTOR/FACILITATOR: Margaret West-Weston

Margaret West-Weston holds a Bachelor of Science Degree in Zoology and Chemistry from the University of the West Indies, St Augustine and a Diploma in Marketing, Advertising and Public Relations from the London School of Commerce and Industry (LCCI). She has been employed in the field of Standards and Quality Assurance since 1981 when she joined the Trinidad and Tobago Bureau of Standards as a Standards Officer, attached to the Laboratory Division.

After serving as the Laboratory Manager for a number of years, she held the position of Assistant Divisional Head – Marketing and Advertising, and was then transferred to the Certification Division to assist in promoting the new International Standards for Quality Assurance.

In 1993 she was selected as the Training Administrator for the BEIRL (Business Expansion and Industrial Restructuring) Project funded by the World and later as a candidate for training as a Trainer and Quality Auditor. She is a certified trainer, designated by Excel Partnership of the United Kingdom and an internationally Registered Auditor with the International Register of Certificated Auditors (IRCA) of the United Kingdom.

Her training as an Auditor and Trainer has taken her to many parts of the world including conducting audits in the United Kingdom, Singapore and many Caribbean islands. She has also undertaken numerous training programmes in Trinidad and Tobago and throughout the Caribbean in ISO 9001 Documentation/Implementation, Internal Quality Auditing and Lead Auditing. With the introduction of the ISO 9001:2000 Standard, she has completed the required Auditor Transition training course to enable her to audit to the new standard.

In addition to the Bureau, Mrs. Weston has been employed in the manufacturing sector as a Quality Assurance Manager, and is presently Managing Director of Delphi Consultants Limited and works for the Company as a consultant, trainer and auditor. She has provided consultancy and training services for companies in the food, manufacturing, engineering, marine, health, and service sectors in Quality Management Systems, Environmental Management Systems, HACCP and integrated management systems.

For further information please contact: **Ms. Giselle Taylor**
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