

Trainer Manual List of Files in the ISO 9001:2008 Auditor Training Course and Forms

File name	Directory where file is located	To be Used	Name of document / What used for	Number of pages
			Trainer Manual	
			The " ISO 9001:2008 Auditor Training Course and Forms " includes: 1. ISO 9001:2008 Requirements Explained - An Adobe PDF File for Use on a Network System 2. Manual 1 Requirements Explained - a printout of the written explanation of the standard (used to train auditors) 3. Manual 2 Exhibits - a printout of the Exhibits that illustrate the requirements of the standard (used for training auditors) 4. Trainer Manual - tells how to set up and management an audit program and train auditors 5. Auditor Manual - how to conduct and report an ISO 9001:2008 process audit.	
			The Trainer Manual includes: Tab 1- Options for implementing the standard and information on registrars (Tabs 2, 3, and 5 contain the primary content of a publicly offered Lead Auditor Course) Tab 2 - Managing Audits Tab 3 - Planning the Audit Schedule Tab 4 - Trainer instructions for teaching the Auditor Training Course Tab 5 - Forms and databases used to manage audits and corrective actions	
			Tab 6 - SOP 8.2.2 Internal audit - matches the instructions in the Auditor Training Course Tab 7 - How We Meet ISO Requirements - note forms used during Auditor Training Tab 8 - Quizzes, Tests and Answer Sheets Tab 9 - Management Review - A system for conducting management review Tab 10 - Pareto Analysis - a system for implementing Pareto analysis	
Introduction to the Trainer.doc	Trainer Manual		Introduction to the Trainer Introduces the 4 manuals in this product.	
		Tab 1	Implementing ISO 9001:2008 - Trainer Manual	Pages
Tab 1 - implementing iso 9001-2008.xls	Trainer Manual	Tab 1	Tab 1 - Implementing ISO 9001:2008 (Index of Files) Identifies the documents in this Tab section and what they are used for.	
implementing iso 9001-2008.doc	Trainer Manual	Tab 1	Implementing ISO 9001:2008 Identifies options that can be used to implement an ISO quality system.	
	Sample Q Manual & 6 Ops		Sample Q Manual & 6 Ops (a Directory with the following documents) This directory contains a sample Quality Manual (also called a Business System Manual) plus samples of the 6 Operating Procedures that are required by the Standard.	
information about registrars.doc	Trainer Manual	Tab 1	Information about Registrars Tells what must be completed before a certification audit can be performed and what registrars focus on when audits are performed.	1
quotes from registrars.doc	Trainer Manual	Tab 1	Quotes from Registrars How to obtain a quote from a registrar for auditing services.	3
		Tab 2	Managing Audits - Trainer Manual	
Tab 2 - managing audits.doc	Trainer Manual	Tab 2	Tab 2 - Managing Audits (Index of Files) Identifies the documents in this Tab section and what they are used for.	1

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File name	Directory where file is located	To be Used	Name of document / What used for	Number of pages
managing audits.doc	Trainer Manual	Tab 2	Managing Audits Explains what the Audit Program Manager must do to set up and manage the audit program. This document has detailed instructions on what to do and makes reference to the forms and materials in this product that are used to set up and manage the audit program.	16
		Tab 3	Planning the Audit Schedule	
Tab 3 - planning the audit schedule.doc	Trainer Manual		Tab 3 - Planning the Audit Schedule (Index of Files) Identifies the documents in this Tab section and what they are used for.	2
Planning the Audit Schedule.doc	Trainer Manual	Tab 3	Planning the Audit Schedule This section presents different methods that can be used to plan the audit calendar schedule. Examples and blank forms are provided for audit by department, audit by grouping related clauses or by individual clause and audit by work order.	4
		Tab 3	Audit Schedule by Department Approximately 90% of organizations plan their audits by department. This section includes a set of 11 documents that provide examples of how to set up audits by department method.	17
AUDIT BY DEPARTMENT - Planning Instructions.doc	Trainer Manual	Tab 3	Audit by Department - Planning Instructions Instructions on how to set up a plan for auditing by department. Includes blank forms.	3
exhibit 7 - grouping related clauses.doc	Audit Training	Tab 3	Exhibit 7 - Grouping Related Clauses This document provides an explanation of how audits can be structured based on the grouping of related clauses or by individual clause.	4
internal audit schedule quarterly.doc	Trainer Manual	Tab 3	Internal Audit Schedule Quarterly This schedule is used to plan audits by grouping related clauses or by individual clause. You will need to add to this chart the processes that are specific to your organization (your production and service processes).	3
internal audit schedule monthly.doc	Trainer Manual	Tab 3	Internal Audit Schedule Monthly A monthly schedule using the same audit approach as the above schedule.	3
work order audit schedule example.doc	Trainer Manual	Tab 3	Work Order Audit Schedule Example This sample schedule for a year is based on performing audits of Work Orders. A Work Order Audit is used to audit all processes that relate to a specific product, service, project or contract. This type of audit provides a "current picture" that indicates if processes are properly connected and if the system is effectively implemented and maintained. System processes that are not related to the Work Order are scheduled for audit based on their status and importance to the QMS. This type of audit is used by almost all service organizations and by manufacturing organizations.	4
		Tab 4	Trainer Instructions for Teaching the Auditor Training Course - Trainer Manual	
Tab 4 - trainer instructions.doc	Trainer Manual	Tab 4	Tab 4 - Trainer Instructions (Index of Files) Identifies the documents in this Tab section and what they are used for.	

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trainer instructions.doc	Trainer Manual	Tab 4	<p>Trainer Instructions This document includes:</p> <ol style="list-style-type: none"> 1. How to enter the files in this product into your computer system 2. How to review the 4 manuals 3. Materials to order and how to assemble manuals used to train auditors 4. Time to allocate for training 5. How to conduct classroom training and an overview audit of the system 6. Different methods that can be used to learn or teach this course 	34
		Tab 4	<p>Clause Exhibits</p> <p>The Exhibits Manual has a Table of Contents for each Tab section with exhibits. These Table of Contents documents are included in the Trainer Manual. The Trainer reviews the documents in the Exhibits Manual and identifies (on the Exhibits TOC lists) the exhibits that can be replaced by your own example documents. For example, you can replace the Document Change Request form in this product with your organization's form. Organizations implementing the standard can use the Exhibit Table of Contents forms to select documents they want to include in their quality management system.</p>	11
		Tab 5	Forms - Trainer Manual	
Tab 5 - forms.doc	Trainer Manual	Tab 5	<p>Tab 5 - Forms (<i>Index of Files</i>)</p> <p>A list of forms and documents included in the Forms section of the manual.</p>	2
auditor qualifications and training record.doc	Forms	Tab 5	<p>Auditor Qualifications and Training Record</p> <p>This form establishes the qualifications for an Auditor, including personal attributes, basic skills, experience, and required training. The information for establishing a record of Auditor training and the requirements for a competency evaluation are included on this form. This form may be edited to match your qualification requirements.</p>	4
lead auditor qualifications and training record.doc	Forms	Tab 5	<p>Lead Auditor Qualifications and Training Record</p> <p>This form establishes the qualifications for the Lead Auditor (the person who manages the audit program), including personal attributes, basic skills, experience, and required training. The information for establishing a record of Lead Auditor training and the requirements for a competency evaluation are included on this form. This form may be edited to match your qualification requirements.</p>	2
managers' participation in the audit program.doc	Trainer Manual	Tab 5	<p>Managers' Participation in the Audit Program</p> <p>An explanation to Managers on how audits will be conducted and forms that will be used. The Audit Program Manager presents this information at a meeting for managers. Approximate time required for this meeting: 15 minutes.</p>	3
time required to train auditors.doc	Trainer Manual	Tab 5	<p>Time Required to Train Auditors</p> <p>Identifies the time that is required to train auditors and what must be included in classroom training .</p>	3
agenda for internal auditor training.doc	Trainer Manual	Tab 5	<p>Agenda for Internal Auditor Training</p> <p>Identifies the main topics of the Auditor Training Course. This is placed in the inside front pocket of each copy of the Auditor Manual.</p>	3
audit tracking checklist.doc	Audit Forms	Tab 5	<p>Audit Tracking Checklist</p> <p>A detailed checklist of the steps to take to plan and manage an audit. Lists forms to use and their computer directory location.</p>	6

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File name	Directory where file is located	To be Used	Name of document / What used for	Number of pages
ISO requirements for this process.doc	Audit Forms	Tab 5	ISO Requirements for This Process The Audit Program Manager uses this form to identify which ISO clauses contain one or more requirements that apply to a specific process. This is done for each process. You complete this form so you do not have to do this each time the process is assigned for audit.	1
1 what to file in this directory.doc	Audit Forms/ ISO Requirements for Each Process	Tab 5	ISO Requirements for Each Process (a Sub-Directory of Audit Forms) A Directory used to file a form for each process of the QMS. The form identifies which ISO clauses contain requirements that apply to the identified process. Organizations implementing the standard should complete this form for each process at the time that each process is addressed as part of the implementation program.	
audit notification form.doc	Audit Forms	Tab 5	Audit Notification Form Form used to notify Managers and Auditors of the planned date for an audit. This form may not match all situations. You may send a memo or email that identifies the scope of the audit.	1
audit task allocation and activity schedule example.doc	Audit Forms	Tab 5	Audit Task Allocation and Activity Schedule Example Completed example of the next two forms.	1
audit team task allocation.doc	Audit Forms	Tab 5	Audit Team Task Allocation Chart used to identify which processes or tasks are assigned to each auditor and estimate the time to perform activities.	1
audit team activity schedule.doc	Audit Forms	Tab 5	Audit Team Activity Schedule Chart used to identify when auditors will audit assigned activities during an audit day.	1
cpar assignment form.doc	Audit Forms	Tab 5	CPAR Assignment Form The person planning the audit uses this form to list the corrective actions from the last audit and those that have closed since the last audit that apply to audit assignment. Auditors are assigned to verify if the corrective action remains effective.	1
cpar log database.xls	Forms	Tab 5	CPAR Log Database (Corrective Preventive Action Request Log database) Used to track the status of corrective actions, preventive actions, and improvement actions. The list of CPARs from auditor reports can be copy/pasted into this log when auditors use the data entry template to list CPARs.	2
cpar log database instructions.xls	Forms	Tab 5	CPAR Log Database Instructions Instructions for the above database. Includes sort instructions for reporting trends to management review.	2
corrective action plan.doc	Forms	Tab 5	Corrective Action Plan A form that may be used to prepare a corrective action plan when the Corrective Preventive Action Plan form does not have sufficient writing space. The user completes entry boxes on this form and deletes entry items that do not apply to the situation.	6
corrective action team log instructions.doc	Forms	Tab 5	Corrective Action Team Log Instructions Defines authorities and responsibilities related to a corrective action carried out by a team.	2
corrective action team log.doc	Forms	Tab 5	Corrective Action Team Log (form) A form used to list and track the completion of activities when there are multiple departments or functional areas that participate in a corrective action.	2

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cpar activity assignment.doc	Forms	Tab 5	CPAR Activity Assignment (form) Used to assign activities that are part of the corrective action plan. Form defines activity requirements and what measures success.	1
corrective action checklist.doc	Forms	Tab 5	Corrective Action Checklist This document summarizes the requirements of 8.5.2 Corrective action. The document may be used as a training document related to corrective action.	2
SCAR.doc	Forms	Tab 5	Supplier Corrective Action Request (form) Form sent to supplier requesting corrective action related to receipt of discrepant materials or product.	1
1SCAR Log.xls	SCAR Log	Tab 5	SCAR Log (Supplier Corrective Action Request Log - a database) A log used to monitor requests for corrective action sent to suppliers. This Excel database allows you to monitor the types of problems you have with a supplier. You can also sort by supplier and the number of days required to resolve a request for corrective action.	1
1SCAR Log instructions.xls	SCAR Log	Tab 5	SCAR Log Instructions Explains how to sort the Supplier CAR Log to determine which suppliers are most responsive to your requests for corrective action.	2
Certificate of Achievement - auditor training.doc	Trainer Manual	Tab 5	Certificate of Achievement (for auditor classroom training)	1
Certificate of Achievement - blank.doc	Training	Tab 5	Certificate of Achievement (blank - insert reason for awarding certificate)	1
		Tab 6	SOP 8.2.2 Internal Audit - Trainer Manual	
Tab 6 - SOP 8.2.2 internal audit.xls			Tab 6 - SOP 8.2.2 Internal Audit (Index of Files) Identifies the document in this Tab section and what it is used for.	Number of pages
SOP 8.2.2 Internal Audit Rev 2-20-09.doc	Sample Documents	Tab 6	SOP 8.2.2 Internal Audit Rev 2-20-09 This sample audit procedure matches the instructions in the Auditor Training Course and the written explanation for clause 8.2.2.	11
		Tab 7	Tab 7 - How We Meet ISO Requirements - Trainer Manual	
Tab 7 - How We Meet ISO Requirements.xls	Trainer Manual	Tab 7	Tab 7 - How We Meet ISO Requirements (Index of Files) Identifies the documents in this Tab section and what they are used for.	
There is a file for each of the main clauses in the standard.		Tab 7	How We Meet ISO Requirements (forms that list the ISO clause numbers) Auditors use these forms during the Auditor Training course when the requirements of the standard are reviewed. The written explanation for the clause is reviewed. Then the Trainer has the trainees review the organization's top-level document that explains how the organization meets the ISO clause requirements. The forms are used by Auditors to 1) identify the organization's document that tells how ISO requirements are met, and 2) to write a note that tells the method that is used to meet the clause requirements. The Trainer provides this information.	8

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		Tab 8	Quizzes, Tests and Answer Sheets - Trainer Manual	
Tab 8 - quizzes, tests and answer sheets.xls		Tab 8	Tab 8 - Quizzes, Tests and Answer Sheets <i>(Index of Files)</i> Identifies the documents in this Tab section and what they are used for.	
answer sheet to the auditor training course quizzes.doc	Trainer Manual	Tab 8	Answer Sheet to the Auditor Training Course Quizzes The auditor training course has quiz questions related to the text information. This is an answer sheet for those questions.	5
design requirements exercise - answer key.doc	Training	Tab 8	Design Requirements Exercise - Answer Key This exercise is used as part of auditor classroom training to illustrate the requirements for design. Anyone who wants to learn about the design process may complete this exercise. <u>The exercise and the answer key</u> are included at clause location 7.3 Design and Development on the Adobe PDF file that explains the requirements of the standard.	14
auditor training course test.doc	Trainer Manual	Tab 8	Auditor Training Course Test <i>(an open book test)</i> A 9-page test. Approximate time required: 30 minutes. This test focuses on the Steps to performing an audit. Auditors may use the Auditor Manual to locate answers. You will need to photocopy the test that is located in the Trainer Manual.	9
auditor training course test answer sheet.doc	Trainer Manual	Tab 8	Auditor Training Course Test Answer Sheet Answer sheet. Approximate time to check Auditor's test paper: 10 minutes. When time allows, you may have auditors check each other's papers. This accomplishes another review of the course information.	10
		Tab 9	Management Review - Trainer Manual	
Tab 9 - management review.xls	Trainer Manual	Tab 9	Tab 9 - Management Review <i>(Index of Files)</i> Identifies the documents in this Tab section and what they are used for.	
framework to support the quality policy.doc	Mgt Review forms	Tab 9	A Framework to Support the Quality Policy A diagram that shows how quality objectives defined for the organization must be traceable to the commitments and goals stated in the Quality Policy. Management Reviews determine where quality objectives are needed to meet quality policy commitments and goals.	2
management review report.doc	Mgt Review forms	Tab 9	Management Review Report A form for recording the minutes of Management Review. Other forms and methods may be used.	4
action number form.doc	Mgt Review forms	Tab 9	Action Number Form - (Other methods may be used) An Action Number Form is completed for each potential action that is discussed during Management Review. The item is described, time and resources estimated, a preliminary Priority identified, and the item is listed on the Management Review Result Chart (an Excel sheet form).	1
management review result chart.xls	Mgt Review forms	Tab 9	Management Review Result Chart (Other methods may be used.) An Excel form used to list potential actions as they are discussed during Management Review. The database is sorted by Priority to determine which items are selected for action. The printout and computer file serve as a record of all items discussed during the meeting. The chart may be copy/pasted to the Opportunities Log to provide an on-going record of Management Review action decisions and items that can be selected for improvement at a future date.	1

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management review result chart instructions.xls	Mgt Review forms	Tab 9	Management Review Result Chart Instructions Instructions for completing the above Excel chart.	3
	Mgt Review Reports	Tab 9	A Directory for filing the final Management Review Result Chart and the Management Review Report	
1 results of audits.doc	Mgt Review forms	Tab 9	1 Results of audits A report on the effectiveness of system and the ability of the audit program to detect problems.	2
2 customer feedback.doc	Mgt Review forms	Tab 9	2 Customer Feedback Topics for discussion related to customer feedback and who will present report.	1
3 process performance.doc	Mgt Review forms	Tab 9	3 Process performance This is a comparison of process objectives to current performance. Managers report on the performance of processes they own.	2
4 product conformity.doc	Mgt Review forms	Tab 9	4 Product Conformity This is a review of products and services to determine if they meet specification as advertised and if there is a need to change product design, materials, technology, or improve the product in some way.	1
5 status of corrective actions.doc	Mgt Review forms	Tab 9	5 Status of Corrective Actions An analysis of corrective action closure time, degree of recurrence, and the adequacy of problem resolution techniques.	1
6 status of preventive actions.doc	Mgt Review forms	Tab 9	6 Status of Preventive Actions An analysis of preventive action activities including planning, training, research, and analysis methods used to determine if improvement is needed.	2
7 follow-up actions from mgt reviews.doc	Mgt Review forms	Tab 9	7 Follow-up actions from management reviews A report on whether closed actions remain effective. A report on the status of open actions and what action should be taken on actions that are not meeting targets or calendar goals.	2
8 changes affecting the mgt system.doc	Mgt Review forms	Tab 9	8 Changes affecting the management system A report on changes that can affect the management system.	1
9 recommended improvements.doc	Mgt Review forms	Tab 9	9 Recommended improvements A review of suggestions for improvement that can originate from anyone. See next entry on this chart.	1
improvement suggestions from personnel.doc	Mgt Review forms	Tab 9	Improvement Suggestions from Personnel Information related to establishing an Improvement Committee comprised of several members of management. The Committee reviews suggestions for improvement, presents these items during management review and management meetings. A Committee member maintains the Opportunities Log database and the Opportunities Log 3-Ring Binder that contains all suggested improvement items submitted by employees and the Action Number Forms generated during Management Reviews.	2

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planning assignment.doc	Forms	Tab 9	<p>Planning Assignment The standard requires that there is a plan to achieve quality objectives and that needed resources are provided. This document lists forms that can be used to plan a top-level quality objective and a department objective where incremental targets are set. Corrective Preventive Action Request forms are identified when planned actions should correct a problem. Project planning forms are identified when the plan is a large project or when new processes must be planned. The Management Representative should become familiar with these forms and can identify the type of planning format that should be used. You may also identify your own planning document, method, or planning software that should be used.</p>	1
1 opportunities log.xls	Opportunities Log	Tab 9	<p>Opportunities Log Used to list all potential actions discussed during Management Review. Items not selected for action during Management Review may be selected as improvement actions at a future date when resources become available.</p>	1
1 opportunities log instructions.xls	Opportunities Log	Tab 9	<p>Opportunities Log Instructions Instructions for the Opportunities Log.</p>	1
		Tab 10		
			<p>Pareto Analysis - Trainer Manual A system for implementing Pareto Analysis is included in this product because this method can bring the greatest amount of improvement (and cost savings) in the shortest amount of time when you have situations where this type of analysis can be used.</p>	
Tab 10- pareto analysis.xls	Training	Tab 10	<p>Pareto Analysis <i>(Index of Files)</i> Pareto Analysis is used to determine what should be fixed first to get the greatest improvement when you have a large number of nonconformities to analyze. Activities that could generate a large number of nonconformities include customer complaints, incoming materials inspection, product inspection and test results, product returns, warranty repairs and nonconforming materials review. The files in this section include Pareto Analysis training for data entry personnel, the analyst, and top management. This training is self-training and takes very little time to accomplish. These materials were developed to deliver factual data to top management and are structured so the analyst is not doing all of the work. Top management determines if and when this type of analysis will be used.</p>	2
what is a pareto analysis.doc	Training	Tab 10	<p>What is a Pareto Analysis? A one-page document that introduces Pareto Analysis. Pareto Analysis will show what to fix first to get the most improvement.</p>	1
review nonconformities using pareto analysis.doc	Training	Tab 10	<p>Review Nonconformities Using Pareto Analysis This document provides two examples of how Pareto Analysis can be used to review nonconformities.</p>	2

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pareto analysis training.doc	Training	Tab 10	<p>Pareto Analysis Training This is a training document, or instructions can just be read.</p> <p>1. Wherever possible, train personnel at data collection locations to enter data onto the Excel Pareto analysis file. This prepares data for the Analyst.</p> <p>2. The Analyst investigates items for a proposed solution and what resources are needed to correct the problem and presents findings to Top Management.</p> <p>3. Top Management determines the Severity Ranking of nonconformances, selects actions to implement, and approves needed resources.</p>	11
pareto item investigation.doc	Forms	Tab 10	<p>Pareto Item Investigation (a standard form and data entry template)</p> <p>The person who analyzes the results of a Pareto analysis may send this form to the process owner who confirms if a problem exists, states the preferred solution, and estimates the time and cost to correct the problem. This information is used by management when determining Pareto analysis items selected for action.</p>	1
pareto analysis training - review answer key.doc	Training	Tab 10	<p>Pareto Analysis Training - Review Answer Key</p> <p>The answer key to the Review at the end of the Pareto Analysis Training document.</p>	2
WI (assigned number) - Pareto Analysis Instructions.doc (printout included in Trainer Manual)	Forms	Tab 10	<p>WI (assigned number) - Pareto Analysis Instructions This document is a detailed Work Instruction for those who contribute to completing a Pareto Analysis, including instructions for:</p> <p>1. The Data Entry Person - successful completion of "Pareto Analysis Training" and the "Pareto Analysis Data Entry Exercise" qualifies a person to be a Pareto Analysis Data Entry Person.</p> <p>2. The Analyst - the person who performs the analysis, investigates items, and reports results to top management</p> <p>3. The Review Team comprised of Top Management - who determine the disposition of each item included in the analysis.</p>	10
pareto analysis form.xls (printout included in Trainer Manual)	Forms	Tab 10	<p>Pareto Analysis Form (an Excel file)</p> <p>Used to analyze a large amount of collected data to determine what to fix to get the greatest benefit. Includes data entry of items, investigation of data, assigning 1 to 10 Critical Ranking, preparation of information for management review, selection of actions to implement, and the assignment of actions. Items not selected that merit future action are entered in the Opportunities Log.</p>	4
			<p>Product Name: "ISO 9001:2008 Auditor Training Course and Forms" - Trainer Manual</p> <p>This product is sold as part of the "ISO 9001:2008 Auditor Training Course and Forms"</p>	
			<p>This product is offered by:</p> <p>ISO 9000 Checklist 3575 S. Bascom Ave. #2 Campbell, CA 95008 USA</p> <p>For purchase information contact: Jane Birkenstock <janebirk@iso9000checklist.com></p>	
			<p>Click Browser Back button (in top left corner) to Return</p>	