

ISO UPGRADE TRAINING & CONSULTANCY

Based on 2015 update



Proposal number TP-150416/SH/02 (01)

Proposal designed for:

ISO CERTIFIED COMPANIES

23/12/2016

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ISO 9001:2015 AWARENESS – COURSE OUTLINE



Day 1

SECTION 1: ISO 9000 :2015

- ◆ Introduction
- ◆ Annex SL- High Level Structure
- ◆ 7 QMS principles
- ◆ Key Changes in new standard
- ◆ ISO 9001:2015 Standard Requirements (*new)
- ◆ Clause 4 – Context of the organisation
- ◆ Clause 5 - Leadership
- ◆ Clause 6 – Planning
- ◆ Clause 7 – Support
- ◆ Clause 8 – Operation
- ◆ Cause 9 – Performance Evaluation
- ◆ Clause 10 - Improvement

Day 2

SECTION 2: QMS Documentation Upgrading

- ◆ Quality Management System Documentation Structure
- ◆ Practical hands-on workshop
- ◆ Context of Statement
- ◆ Interested Parties Requirements
- ◆ SWOT analysis
- ◆ Risk Register
- ◆ Opportunity Register
- ◆ Risk Control & Evaluation
- ◆ Project Milestones

END OF AWARENESS TRAINING

Introduction

This course is developed to train internal auditors to carry out Quality Audit. It is designed as an In-house training course to suit the specific needs of each organization.



Objectives

- Promote objectivity and consistency into your company audit process.
- To view audit as a tool for management to assess effectiveness and suitability of Quality Management Systems (QMS) in your company which consist of ISO 9001:2015.
- Help you to understand new standard requirements and apply to the audit process.
- Improving audit effectiveness in your company.

Who should attend

ISO Steering Committee Members, Management Representatives, Department Managers, Internal Auditors, Executives and all others involved in the QMS system

Methodology

This course is equipped with various workshop and case studies to enhance participants understanding

Program Duration

2 days

Class size

A maximum of 10 per session for impactful participation

Day 1

SECTION 1: OVERVIEW ON QUALITY, QUALITY MANAGEMENT SYSTEMS & ISO 9000

- ◆ Quality
- ◆ ISO 9000 Series
- ◆ ISO 9001:2015 Quality Management System (*new)
- ◆ Related ISO Standards
- ◆ Documentation Structures
- ◆ Quality Management Process Model

SECTION 2: INTRODUCTION TO QMS INTERNAL AUDIT

- ◆ QMS Internal Audit
- ◆ Reasons to Audit
- ◆ Requirements of Auditing Standards
- ◆ The QMS Audit Process
- ◆ Types of Audit
- ◆ Requirements of Internal Audit Align with ISO 9001:2015
- ◆ Principles of Auditing (ISO 19011:2002)
- ◆ Attributes of Auditor
- ◆ Terms & Definition (ISO 19011:2002)
- ◆ Knowledge & Skills of Auditor
- ◆ Generic Knowledge & Skills of Audit Team Leaders
- ◆ Communication Skills

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SECTION 4: AUDIT PLANNING

- ◆ Extent of an Audit Program
- ◆ Audits Preparation
- ◆ Audit Notification
- ◆ Audit Plan/ Schedule

Day 2

SECTION 5: ESTABLISHMENT & DEVELOPMENT OF CHECKLIST

- ◆ Checklist Preparation
- ◆ Checklist Details/ Data
- ◆ Checklists Questions/ Instructions

SECTION 6: AUDIT PROCESS (LIVE AUDIT) “RELATED TO THE COMPANY OPERATION”

- ◆ Audit Preparation
- ◆ Opening Audit Meeting
- ◆ The Audit Triangle Cycle
- ◆ Observation
- ◆ Style of Questioning
- ◆ Special Techniques to Check/ Audit
- ◆ Non-conformity
- ◆ Documenting Audit Results/ Findings
- ◆ Closing Audit Meeting

SECTION 7: AUDIT REPORTING & FOLLOW-UP

- ◆ Internal Environmental Auditing Flow Chart
- ◆ Sample of Audit Plan/ Schedule
- ◆ Sample of Audit Notes
- ◆ Sample of Non-conformance Report
- ◆ Theoretical training evaluation

END OF INTERNAL AUDITOR TRAINING

Fee Structure – Highlighted boxes below illustrate additional consultancy support

Consultation Programs	Man-day	Fees (RM)
1. ISO 9001:2015 Awareness For Competent Application Training. (including hands-on practical workshops to): - Determine external & internal issues, interested parties requirements, context statement, scope - Discuss quality policy & objectives planning - SWOT analysis - Risks & Opportunities register	2	21,500
2. Review & finalise the current documentation to comply with ISO 9001:2015 requirements: Context statement, SWOT analysis, Risk and Opportunity Register, Quality Policy, Organizational Process Management Plan and Quality Objectives Plan.	4	
3. Off-site Consultancy support for: a) Reviewing the QMS documentation Manual, procedures, WI and other supporting documents. b) System implementation includes guidance on internal audit and management review.	5	
4. ISO 9001:2015 Internal Auditor Training (process approach, risk & opportunity).	2	
5. Briefing on Top Management Commitment & be prepared for Management Review Meeting.	1	
6. Mock Audit.	2	
7. Off-site Consultancy Support on the closure of the Corrective Action issued during Mock Audit.	2	
TOTAL	18	

Terms

- ◆ The project shall commence once the quotation is approved, and ends after completion of Internal Audit Training.
- ◆ The estimated duration of the upgrading project will normally take approximately 2 to 6 months.
- ◆ Our professional fees are at RM21,500 per project per site within Selangor area (excluding travelling and tolls). Additional man-days (if required, upon agreement by both parties), shall be at RM2000 per man-day for consultancy and RM2500 per man-day for training.

Payment method

Invoices are payable within SEVEN (7) days of the invoice date.
The schedule of payment is as follows:

Payment No	Schedule	Amount RM
1	Upon commencement of Project	6000.00
2	Upon commencement of Awareness Training	9000.00
3	Upon completion of 1 st Internal Auditor Training	6500.00
TOTAL		21,500

PLEASE NOTE:

- ◆ Quality Input Resources Sdn. Bhd. reserves the right to invoice the balance of payment upon the completion of the project, should the client achieve certification earlier than the time frame / schedule of payment as stipulated in the agreement.
- ◆ All incident expenses or out of pocket expenses such as verification of authenticity of the documents will be chargeable as per bill / claims basis.
- ◆ Validity of the proposal: 2 weeks
- ◆ This proposal is applicable only provided the client has a valid ISO certification in Malaysia.

Acceptance of Proposal

_____ officially confirm that **Quality Input Resources Sdn. Bhd.** is requested to provide the training and consultation services described in proposal number TP-150416/SH/02 dated 23/12/2016 subject to Terms and Conditions contained therein, for an agreed sum of RM21,500 (Ringgit Malaysia Twenty One Thousand Five Hundred Only).

Signed for and on behalf of _____

.....

Signature

Name: _____

Designation: _____

Date: _____

Company stamp: _____

Signed for and on behalf of **Quality Input Resources Sdn. Bhd.**

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NUHAD TANWEER

Director

Date: 23/12/2016