Cognicert Inspection Manager Course

Course Outline

Introduction to Inspection Management

1. Background and Development of ISO 17020:2012
2. Interpreting the Requirements of the ISO 17020:2012 Standard
3. Inspection Management Principles

Inspection Management System Requirements

4. Inspection Management Tools
5. The Process Management Approach
6. Independence of Inspection Provider and Process
7. Inspection Management Planning
8. Context of Inspections Management
9. Inspection Requirements

Risk and Planning in Inspection Management

10. Inspection Risk Management
11. Inspection Management Plan

Inspection Operations and Controls

12. Inspection Operations Management
13. Inspection Documents and Record Management
14. Operational Controls: Processes and Procedure Development and Improvement

Human Resources and Subcontracting

15. Inspection Human Resources Management
16. Subcontracting

Inspection Equipment and Methods

17. Developing Identification and Traceability System
18. Preservation of Inspection Equipment
19. Facilities and Equipment
20. Inspection Methods and Procedures
21. Handling Inspection Items and Samples

Reporting and Feedback

22. Inspection Reports and Inspection Certificates
23. Complaints and Appeals Process

Performance and Change Management

24. Change Management and Controls
25. Control of Nonconforming Outputs
26. Inspection Performance Monitoring and Evaluation
27. Monitoring and Auditing Techniques and Evidences

Customer, Supplier, and Employee Insights

28. Customer Feedback Survey
29. Supplier Evaluation
30. Employee Feedback

Technology and ICT

31. Use of ICT in Inspection Management

Inspection Performance Evaluation

32. Monitoring and Evaluating Inspection Performance
33. Auditing Inspection Performance
34. Evaluating and Reviewing Inspection Activities
35. Improving Inspection Performance

Corrective Actions and Risk Management

36. Implementing Corrective Actions
37. Risk Mitigation and Preventive Actions