

Cognicert - ISO 17024 Personnel Certification Body Lead **Assessor Course**

Course Outline

- Background and Development of ISO 17024:2012
- Definition of ISO 17024:2012
- Major Changes in ISO 17024:2012
- Benefits of ISO 17024:2012
- Types of Assessments
- Why Management System Assessments are needed
- ISO/IEC TS 17027:2014 Conformity assessment – Vocabulary related to competence of persons used for certification of persons
- Introduction to the Requirements of the ISO 17024:2012 Standard
- Interpretations of Key Terms
- Elements of a Management System
- The ISO 17024:2012 Standard
- Continual Improvement Cycle
- Management Process Model
- Management System Requirements
- The Documentation Requirements of ISO 17024:2012
- Management Responsibility
- Resource Management
- Measurement, Analysis and Improvement
- The Process Management Approach
- Process Management Approach
- The Planning Phase
- Establish Process Measurements
- Analyze the Process
- Design or Redesign the Process
- Process Mapping
- Introduction to Document Control
- Elements of Documents
- Process Approach to Documentation
- Identifying Documents and their Owners
- Types of Documents
- Master Document List
- Document Control
- Revisions and Maintenance
- Tips for Document Writers
- Introduction to Management Review
- Making Management Review relevant to Management
- What will be reviewed?
- Establishing the Objectives
- Planning the Management Review

- Output of Management Review
- ISO 19011:2018 and ISO 17011:2017
- Fundamentals of Internal Auditing
- Decide how to Audit
- Principles of Auditing
- Managing an Audit Programme
- Preparation & Planning Of Assessments Preparation Of checklist
- Lesson 8: ISO 19011:2018 and ISO 17011:2017
- Audit Activities
- ISO 17023:2013 Audit duration
- External assessment processes and criteria
- Identification of Non-Conformities [N/C's]
- Documenting the Audit (Audit Report)
- Conducting Audit Follow-Up
- Practical Auditing Exercise
- Competence and Evaluation of Assessors
- Creating a Corrective Action Plan
- The Root Cause Analysis Process
- How to construct a Root Cause Analysis Checklist
- Corrective and Preventive Actions

Spiretec Solutions