

~ REGISTRATION FORM ~

**ISO 9001:2008 QUALITY MANAGEMENT SYSTEM INTERNAL AUDIT
JANUARY 16 - 17, 2013 (WED & THU) ~ FMM INSTITUTE EASTERN BRANCH ~**

PSMB Scheme (Please tick (✓) at the appropriate box below.)

SBL Non-contributor Others, please specify: _____

Dear Sir / Madam,

Please register the following participant(s) for the above programme.

(To be completed in BLOCK LETTER.)

1. Name : _____

I / C No. : _____

Designation : _____

2. Name : _____

I / C No. : _____

Designation : _____

(If space is insufficient, please attach a separate list.)

Enclosed cheque / bank draft no. _____ for RM _____

being payment for _____ participant(s) made in favour of the "FMM Institute".

Submitted by:

Name : _____

Designation : _____

Company : _____

Address : _____

Tel No. : _____ Company's Stamp:

Fax No. : _____

E-mail : _____

PSMB Employer Code No.: _____

FMM Membership No.: _____

ADMINISTRATION DETAILS

Registration:

- Registration is on a first-come-first-served basis.
- Completed registration form, that is faxed, mailed or e-mailed to FMM Institute, would be deemed as confirmed.
- Upon sending the completed registration form, you are deemed to have read and accepted the terms and conditions.

Payment:

- All fees for public programmes include course materials, lunch, refreshments and Certificate of Attendance.
- Training fees or cheques made in favour of the "FMM Institute" should be forwarded a week before the commencement of each programme.

Cancellation:

- Must be writing with reasons.
- 10 days before the programme – No payment charged.
- 5 – 9 days before the programme – 50% payment charged.
- < 5 days before the programme – Full payment charged.
- Participants who didn't turn up will be charged full payment.
- Replacement can be accepted at no additional cost.

Disclaimer:

- The FMM Institute reserves the right to change the facilitator, date and to cancel or reschedule the programme should unavoidable circumstances arise.
- All efforts will be taken to inform companies or participants of the changes.

For further enquiries, please contact us:

Ms Wani

FMM Institute Eastern Branch

Tel: 09-5156857 / 6858 Fax: 09-5156855

E-mail: fmmeastern@fmm.org.my



FMM INSTITUTE (475427-W)
Centre for Professional Development

SMEs SKILLS UPGRADING PROGRAMME

Enjoy 70% Skills Upgrading Grant for Training!

This programme is offered under SMEs SKILLS UPGRADING PROGRAMME for eligible SMEs.

Fees: RM 285 (70% grant) / RM 950 (before grant) per participant

**ISO 9001:2008 QUALITY MANAGEMENT SYSTEM INTERNAL AUDIT
JANUARY 16 - 17, 2013 (WED & THU)**

**SBL Scheme
100% Reimbursement**



FMM INSTITUTE EASTERN BRANCH (475427-W)

B-8014, 2nd Floor, Sri Kuantan Square, Jalan Telok Sisek, 25000 Kuantan, Pahang Darul Makmur.

Tel: 09-5156857 / 6858

Fax: 09-5156855

E-mail: fmmeastern@fmm.org.my

Website: www.fmm.org.my



ISO 9001:2008 QUALITY MANAGEMENT SYSTEM INTERNAL AUDIT

INTRODUCTION

This course provides comprehensive training in the revised ISO 9001:2008 standard and the including a review of provisions and requirements of ISO 19011, auditing processes and procedures, the follow-up process and more. The “hands-on” programme includes lectures, workshops and a case study to increase participant knowledge and learning.

CONTENTS

Introduction

- Review the new ISO 9001:2008 requirements understanding
- Overview of process approach to auditing

Auditor Roles and Responsibilities

- Internal auditor selection and qualifications
- Attribute of a good internal auditors
- Internal auditors competencies evaluations

Process Approach to Auditing

- Overview of process approach to auditing
- The process approach to auditing
- P-D=C-A and P-D-S-A auditing cycle
- Identifying internal audit inputs / outputs
- Management systems audit models
- Exercises and case study

Planning an Audits

- Identifying audit inputs information
- Mapping the area of audit
- Preparing audit checklist

Conducting the Audit (Practical)

- Opening meeting
- Collect audit objective evidence
- Objective evidence matrix
- Focus clause
- Audit reporting
- Audit team meeting and follow-up
- Closing meeting
- Final audit reporting
- Correction action and preventive action
- Audit closure

OBJECTIVES

At the end of the programme, participants will be able to:

- Explanation of the ISO 9001:2008 standard requirements.
- Adopt the auditing process, including process auditing, and techniques required to fulfill the standards' requirements through a case study exercise.
- Evaluate the significance of audit findings.
- Report audit findings and complete reports.
- Apply knowledge to help prepare your company for QMS external audits.
- Improve customer satisfaction through your understanding and application of the international quality standards.

FACILITATOR

Encik Muhsin Ahamed has been in the manufacturing industry for over 10 years, working his way up from Production Supervisor to Manufacturing Section Head to Human Resource Development Manager. He has in-depth hands-on experience in various areas of manufacturing such as production, scheduling, planning and testing. His manufacturing experience also includes the set-up of new production lines.

A degree holder with a Bachelor of Science in Chemistry, Muhsin also holds several diplomas and certificates in Management, Electronics Engineering, Computer Programming and Technology-Based Training. As a Human Resource Development Manager, he has designed, developed and implemented various training programmes in Management, Supervisory, Quality Control and Manufacturing Technology. As an individual who has experience in the manufacturing process, Muhsin brings with him relevant and realistic examples which give his training a very practical approach.

WHO SHOULD ATTEND

Managers, QMR, internal quality / environmental auditors, executives, officers, engineers, supervisors, line leaders and technicians.

This Course Can Be Conducted As
An In-house/In-plant Course

For further enquiries, please contact us:

Ms Wani

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ADMINISTRATIVE DETAILS

Date : January 16 – 17, 2013 (Wednesday & Thursday)

Time : 8.45 am – 5.00 pm

Venue : FMM Institute Eastern Branch, B-8014, 2nd Floor, Sri Kuantan Square, Jalan Telok Sisek, Kuantan, Pahang Darul Makmur.

Fees : RM 285 (70% grant) / RM 950 (before grant) per participant

PSMB Scheme : SBL

Medium of Instruction : English

Closing Date : January 9, 2013

(Fees include course materials, lunch, refreshments and Certificate of Attendance.)