



NQA WEBINAR: OVERVIEW TO NQA TRAINING

NQA TRAINING TEAM



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WEBINAR OBJECTIVES



Introduction to
NQA training



E-Learning
Courses



Internal Auditor
Courses



Lead Auditor
Courses



Q&A Session

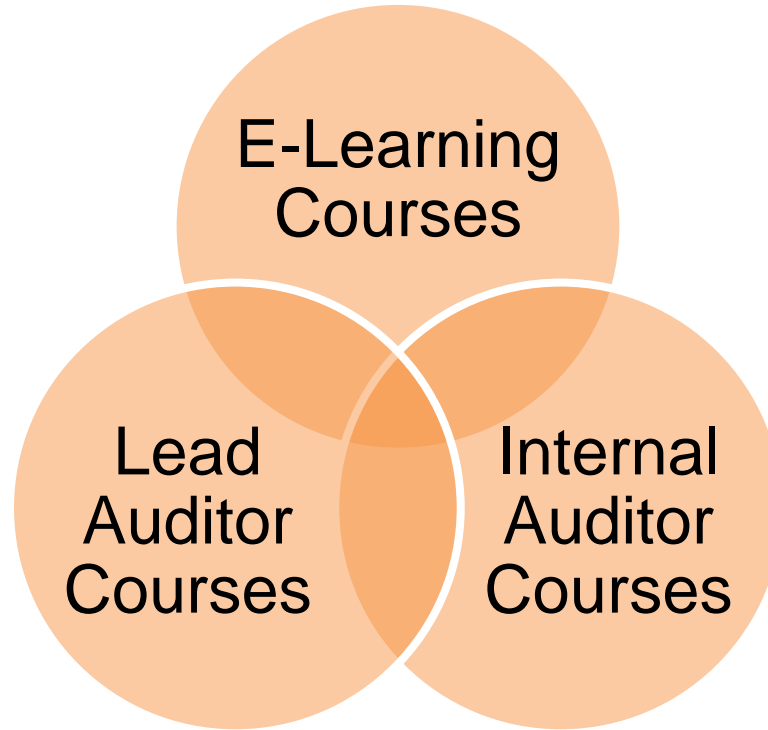


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THE NQA TRAINING PORTFOLIO



INTRODUCTION TO NQA TRAINING





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NQA E-LEARNING COURSES




ISO 9001:2015 (QMS) ESSENTIALS E-LEARNING COURSE

Click the start button to begin.

Start

Total Number of Courses

13 Enrolled Courses	25 Completed Courses	0 Course Questions
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Recent Activity

ISO 9001:2015 (QMS) ESSENTIALS E-LEARNING COURSE

NQA ISO 9001:2015 (QMS) E-Learning Essentials - 2024 update
 Not Started · Enrolled on 16 Jan 2025

The e-Learning course is aligned to the structure of ISO 9001:2015 and is presented in four parts. These are: How to describe the fundamental principles and concepts of quality man ... [Read more](#)

5 Modules 0% **Start**

NQA E-LEARNING COURSES

CONTEXT OF THE ORGANISATION

EXAMPLES

Think about of the different contexts of the following types of organization (click on the images). Each is very different in governance, complexity, customer base, structure, resources, decision making etc.



SUMMARY OF KEY LEARNING

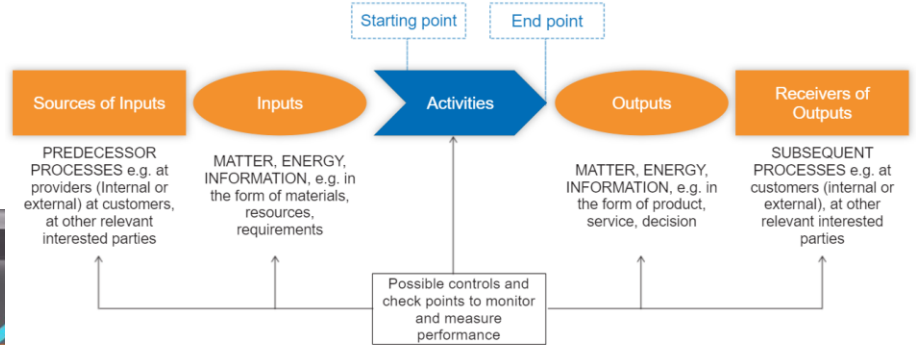
1. Understand the structure, content and purpose of ISO 9001
2. Understand the process model approach and its essential role with ISO 9001
3. Understand the underpinning principles and concepts of quality management

Please take a moment to review the summary of our key learnings and objectives as well as our 'risk reference matrix' on the next slide which we saw at the start of the e-learning.

Progress 96%

PROCESS APPROACH: THE PROCESS MODEL

Figure 1 – Schematic representation of the elements of a single process



Progress 18%

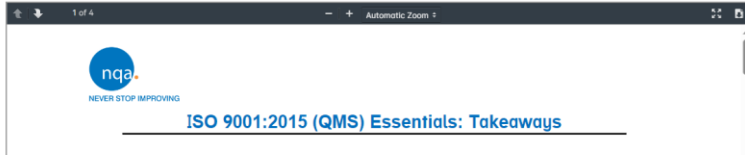




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Key Takeaways



Introduction

This course provides the essential basis for understanding the 9001:2015, the international standard for Quality Management System foundation you can build the skills to implement, audit and opt quality management system.

To get the most value from quality management, we recommend the

- ISO 9000:2015 Quality management system – Fundamental
- ISO 9001:2015 Quality management system – Requirement

Learning Objectives

The learning objectives are based on an introductory understanding and ISO 9001:2015.

Exam

This exam is graded. Start when you're ready.

[▶ Start exam](#)

This exam is not timed

There are no time limits on this exam. Take the time you need. To finish the exam select 'Submit answers' after the last question.

20 questions

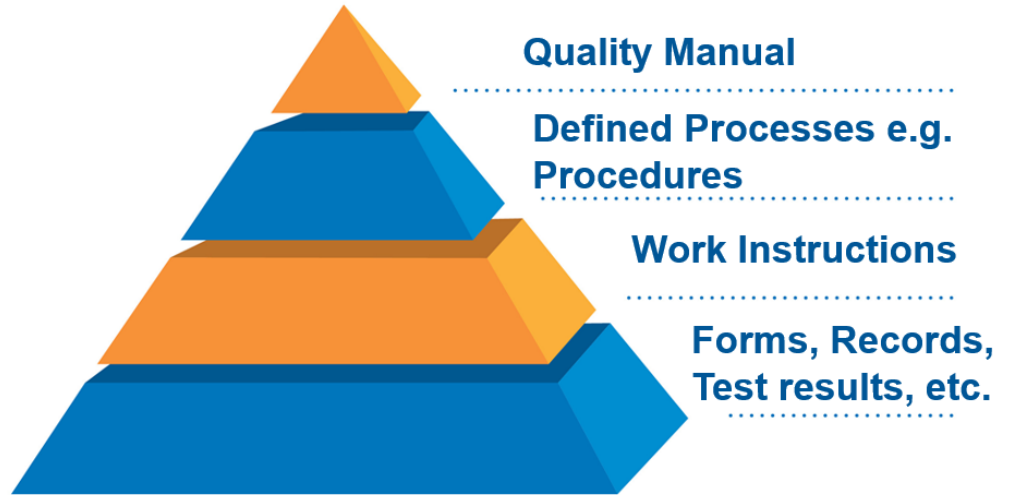
This exam contains 20 questions. You cannot return to your earlier answers during the exam. Make sure you complete each question before going to the next one.

16 out of 20 points required to pass

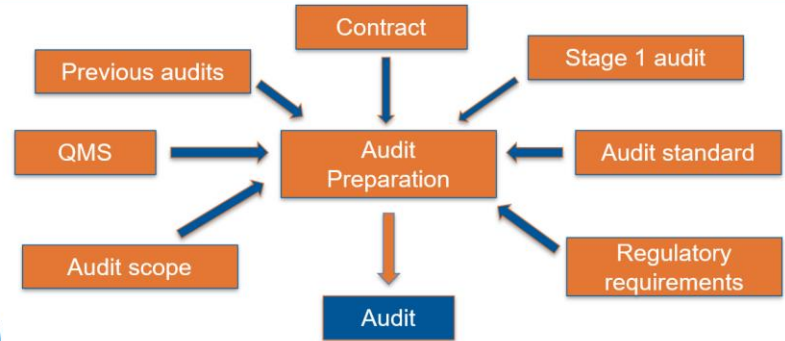
Some questions are worth more points than others. The required pass score is 16 out of 20 points. A score of less than 16 counts as a failed exam.



ISO 13485:2016 INTERNAL AUDITOR TRAINING



AUDIT PREPARATION



EXERCISE

Internal audit

Medico has developed and implemented a documented procedure for controlling the way in which their internal audits are planned, conducted and reported.

MB12: Internal audits

Exercise: Decide aspects for an audit checklist for the procedure on the next slide

NONCONFORMITY/OFI REPORT

Procedure(s) audited: RB 12
Department: Quality
Auditor(s): D Peet
Standard or Procedure ref: RB 12 para 5

Report No: 17/1
Auditee manager: J King
Date of audit: 15 August
Sheet No: 1 of 2

NONCONFORMITY/OFI (Delete one) – To be completed by the auditor

There is evidence that not all internal audit nonconformities raised have timescales agreed for the completion of the corrective action

e.g. Audit of RB 1 - January
 Audit of RB 8 - April

5 checked – 2 with no timescales agreed

Signed (For department): J King

Signed (Auditor): D Peet

SUMMARY REPORT
The audit involved reviewing the internal audit process as defined in procedure RB12 and also
reference was made to clause 9.2 of ISO 9001. It was positive to note that the internal audit
programme had been arranged to take into account the findings from previous audits this year as
this had been raised as an NC at the last surveillance visit by the certification body. It was also noted
that having the programme on a spreadsheet on the shared drive made access to it much easier.
The standard of audit reporting was considered to be of a good standard with particular reference
to the recording of objective evidence which was seen to be greatly improved from previous audits
when an OFI was raised.
1 nonconformity has been raised (see attached) relating to the agreement of timescales for
corrective actions and 1 OFI which is related to a potential improvement of the summary report
prepared for management review (see attached).

CORRECTION & CORRECTIVE ACTION

- **Correction** – Action to eliminate a detected nonconformity
- **Corrective Action** – to eliminate the cause of nonconformities in order to prevent recurrence

CORRECTIVE ACTION (To be completed by auditee, to include root cause where applicable)

- Agree timescales for corrective actions raised in audits of RB 1 & RB 8
- Review remaining nonconformities raised this year and add timescales if required
- Update the audit procedure to include the responsibility for setting and agreeing timescales

Signed (For department): *J King*

Signed (Auditor): *D Peet*

To be completed by (Date): end of August **Follow-up date:** end of Sept

TYPES OF AUDITS



1st Party - Internal Audits

Audits carried out by an organisation on their own systems

2nd Party - Supplier/Vendor Audits





Audits carried out by an organisation on their suppliers

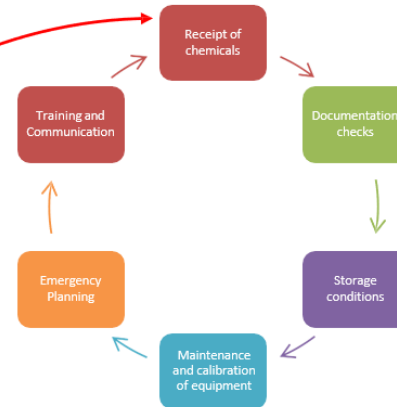
3rd Party - External Audits

Audits performed by an independent body, usually for certification purposes

Objective evidence is data (generally consists of records, statements of fact, or other information) supporting the existence or verity of something

You can collect evidence use the following methods

- Interviewing 
- Review of documents and records 
- Observation 
- Following the audit trail.... 





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Area/processes audited: Waste Management

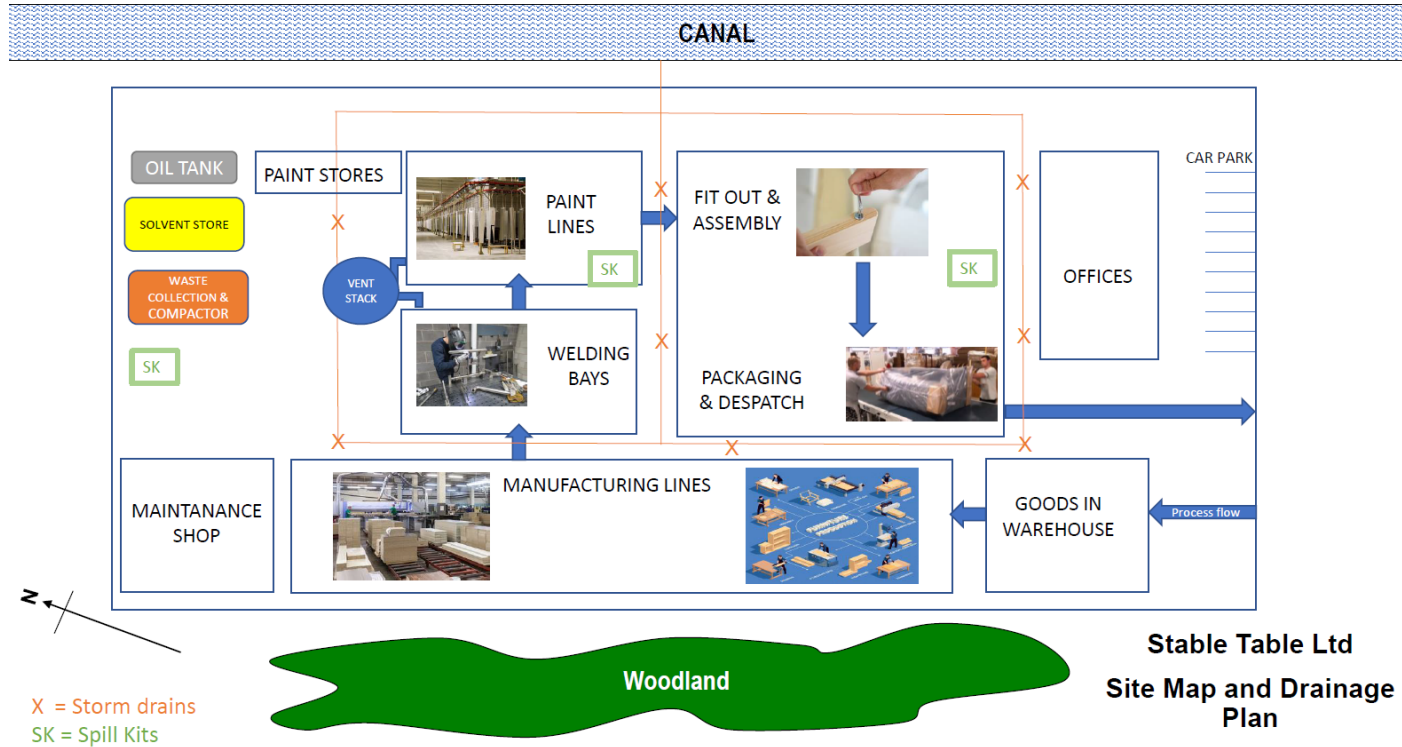
Auditor: C.

Moore

Date: 17 July

Question/topic	Ref	Response	Evidence
Overview of waste processing	-	Toured the waste storage areas and discussed with Waste Manager.	Generally good housekeeping - Minor littering and oil spills.
Review process			Observed areas for wood, plastic, oil and chemicals, etc.
Method of receipt and storage	14001 8.1	Production deliver waste to relevant areas	See photos. Some minor spills of oil not cleaned up! Some uncovered skips, i.e., plastic!
Stored so as to prevent pollution, litter, spills?		Segregate to mixed general, haz, liquid, etc.	Chemical and oil waste separated
Tour all waste storage areas and check	14001 6.1.2	Some minor spills observed in oil storage!	General mixed recyclables skip
Documentation –			Wood skip
Evidence of haz/non hazardous	14001 6.1.3	Clear segregation in place in most areas	Plastic skips
Detailed descriptions, SIC, EWC codes clear?		Procedure makes these clear as does signage, i.e., for oil, wood, plastic, etc.	All segregated waste is recycled.
Statutory and regulatory requirements		Waste matrix provides waste routes	Monthly figures seen for 2015/16
Method of disposal clear/specified?		Ongoing segregation and recycling figures available for 2015/16.	
Any evidence of recycling in line with obj?	14001 6.2		
Identification of waste			
Communication to other departments	14001 6.1.2	Emails, posters, memos in place to production displayed to notice board.	Email seen re: oil spills from WM to Production Manager.
Identified – who and how?			Topic segregation of waste - 7 pax
Communication			Incl. D Wood, S Holmes, D Watson.
Who? How? Evidence?	14001 7.4	Toolbox talk on waste delivered February	TBT talk register seen for spills
Handling, storage, identification of waste	14001 8.1	Training is given at induction, in regular toolbox talks and following incidents, such as spills.	March - 8 personnel in attendance.
Competence and training of staff	14001 7.2		Last collection April note number 15879 EWC and SIC clear - OK
Competence of contractor	14001 7.3	Reviewed waste Carriers Permit for Skipitrite Ltd - WCL CB/578543 expires 2018	
Waste carrier and disposal permit	14001 6.1.3		
Process in event of loss of control of waste?			

NQA LEAD AUDITOR COURSES





FURTHER SUPPORT

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01582 211327

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training@nqa.com

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Q&A

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