

A photograph of a business meeting in a modern office. Five people are gathered around a table, looking at a laptop. The room has large windows with blinds and a whiteboard in the background.

## Cognicert ISO 17065 Product Certification Lead Assessor Course

### **COURSE OBJECTIVES**

The “ISO 17065:2012 Lead Assessor” course provides comprehensive training for participants to be able to:

- Understand to audit each and every ISO 17065:2012 requirements
- Learn basic auditing skills;
- Implement methods to comply with the ISO 17065:2012
- Audit process and techniques
- Improve assessor’s skills and techniques
- Examine the requirements of ISO 17065 from an Internal Assessor Perspective
- Write Audit reports process and follow up corrective actions
- Plan and conduct an ISO 17065 audit, and how to report audit results;
- Effectively use root cause analysis as part of the ISO 17065 Management procedure on corrective action

### **WHO NEEDS THIS COURSE?**

- Persons responsible for conducting internal assessment according to ISO 17065:2012 requirements
- Persons involved in the accreditation of Management systems ISO 17065:2012

### **COURSE CONTENT**

- **Background and Development of ISO 17065:2012**
- Definition of ISO 17065:2012

- Major Changes in ISO 17065:2012
- Benefits of ISO 17065:2012
- Types of Assessments
- Why product certification Assessments are needed
- ISO/IEC TR 17026:2015 Conformity assessment – Example of a certification scheme for tangible products
- ISO/IEC TR 17028:2017 Conformity assessment – Guidelines and examples of a certification scheme for services
- ISO/IEC 17067:2013 Conformity assessment – Fundamentals of product certification and guidelines for product certification schemes
- **Introduction to the Requirements of the ISO 17065:2012 Standard**
- Interpretations of Key Terms
- Elements of a Management System
- The ISO 17065:2012 Standard
- Continual Improvement Cycle
- Management Process Model
- Management System Requirements
- The Documentation Requirements of ISO 17065:2012
- 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, ISO 17011:2017 and ISO 17021:2015**

- Fundamentals of Auditing
- Decide how to Audit
- **Principles of Auditing**
- **Managing an Audit Programme**
- Preparation & Planning Of Assessments  
Preparation Of checklist
- **Lesson 8: ISO 19011:2018, ISO 17011:2017 and ISO 17021:2015**
- **Audit Activities**
- **ISO 17065:2012 Assessment Process**
- 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**
- What is Root Cause Analysis?
- When (and when not) to use Root Cause Analysis
- The Root Cause Analysis Process
- How to construct a Root Cause Analysis Checklist
- Examples of how a well-run Root Cause Analysis Process works
- Corrective and Preventive Actions

**Duration: 5 days**

### **Training Methodologies**

- Case Study
- Individual Exercises
- Role Play
- Group Exercises
- Group Presentation
- Examination