



# ISO 20252 Research Services Lead Auditor Course

## **COURSE OBJECTIVES**

The “ISO 20252:2018 Lead Auditor” course provides comprehensive training for participants to be able to:

- Understand to audit each and every ISO 20252:2018 guidelines;
- Learn fundamental auditing skills;
- Implement methods to comply with the ISO 20252:2018
- Audit process and techniques
- Improve Auditor’s skills and techniques
- Examine the requirements of ISO 20252 from an Auditor Perspective
- Write Audit reports process and follow up corrective actions
- Plan, Lead, Conduct and report an ISO 20252 audit;
- Effectively verify root cause analysis as part of the ISO 20252 Management procedure on corrective action

## **WHO NEEDS THIS COURSE?**

- Persons responsible for conducting certification audits according to ISO 20252:2018 requirements
- Persons involved in the ISO 20252:2018 certification audit process

## **COURSE CONTENT**

- **Background and Development of ISO 20252:2018**

- Definition of ISO 20252:2018
- Benefits of ISO 20252:2018
- Types of Audits
- Why Audits are needed
- **Introduction to the Requirements of the ISO 20252:2018 Standard**

- Management, recruitment and training of fieldworkers
- Conducting data collection by fieldwork
- Fieldworker validation of quantitative research
- Qualitative data collection
- Self-completion data collection
- Observational data collection
- Data collection from secondary sources
- Data collection records
- Data management and processing
- Project schedule
- Assistance by and cooperation with clients
- Questionnaires and discussion guides
- Managing sampling and data processing
- Monitoring the execution of research
- Research documents, materials and products
- Reporting of research results
- Quantitative research
- Qualitative research
- Observational research
- Fieldwork [quant and qual]
- Physical Observation
- Digital Observation (passive methodologies)
- Sampling including Access Panels
- Self-Completion (on/off line)
- Data Management and Processing
- **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 Management Review**

- Making Management Review relevant to Management
  - What will be reviewed?
  - Establishing the Objectives
  - Planning the Management Review
  - Output of Management Review
  - **ISO 17021:2015**
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- Fundamentals of Auditing
  - Decide how to Audit
  - Principles of Auditing
  - **Managing an Audit Programme**
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- Preparation & Planning Of Audits
  - Preparation Of checklist
  - **ISO 17021:2015 and ISO 20252:2018**
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- **Audit Activities**
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- **ISO 17021:2015** Audit Process
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- External Audit 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 Auditors.**
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- **Creating a Corrective Action Plan**
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- 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

## **Training Methodologies**

- Case Study
- Individual Exercises
- Role Play

- Group Exercises
- Group Presentation
- Examination