

## Course Content

This course will provide information on the following topics:

- Introduction to Management System Principles and Concepts
- Introduction to Principles, Objectives and Techniques of Auditing Management Systems
- Design and Implementation of an Audit Program conforming to the requirements of ISO 19011:2002
- Conducting a Management System Audit
- Roles and Responsibilities of the Lead Auditor and Team Auditors
- Definition, Identification and Documentation of Non-Conformities
- Identifying and Assessing Auditor Competence
- Systematic Review of ISO 19011:2002 Including Terms and Definitions

Also included as part of the course are:

- An authorized printed **copy of the ISO 19011:2002 standard**
- Practical Exercises and Feedback
- Tools and Examples

The course uses a mixture of tutored sessions, interactive group discussions, group and personal exercises, and functional workshops to achieve its objectives. The practical exercises are designed to directly address operational issues. Examples and tools are provided which are immediately useable. Courseware has been carefully designed to address issues that arise during Quality Management System registration audits. Course delivery will include Lecture (Slides and Examples), Facilitated Discussion (Instructor-/Delegate-Led), Tactical Exercises, Role Playing and Feedback and tools and examples. Delegates are expected to use their own laptops during the course.

## Benefits

This course will provide successful delegates with the following benefits:

- A basic knowledge of the requirements of ISO 19011:2002 and related standards
- A basic knowledge of Quality Management System requirements
- Detailed understanding of the processes necessary to design, document, and implement a Management System Audit Program conforming to the requirements of ISO 19011:2002
- Facilitated experience in audit plan development
- An understanding of concepts and methodologies for conducting audits
- Facilitated experience in conducting an audit

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- Develop skills at identifying and documenting non-conformities and understanding of the remediation process
- Develop experience in audit report writing
- Understanding of the roles and responsibilities of the Lead Auditor and Team Auditors
- An understanding of the requirements for planning, implementing, conducting and closing out an audit in conformity to ISO 19011:2002
- An understanding of the process and requirements of a registration audit

## Prerequisites

It is recommended that delegates attending this course have knowledge and experience with Management Systems and/or Management System Standards (ISO 9001, ISO 14000, ISO 20000, ISO 27001 or ISO 28000). Delegates attending this course should have five years experience in Quality, Technology, Security, Transportation, Logistics, or Law and two years experience in Project Management or Quality-relevant position. Delegates will work individually and in teams, and a laptop is required (Windows or Macintosh with Microsoft-compatible Word Processing, Spreadsheet, and Presentation software). Certified Information System Auditor (CISA) or other technology audit experience is a plus.

## Instructor

This class will be lead by **Robert A. Aanerud - CISSP, CISA, CPP, CHSP**, a leading expert in Information Security, Privacy and International Law. He is an internationally respected Security and Privacy consultant and speaker, with over 41 years experience in technology, security, privacy, risk assessment, project management, training, and business continuity planning.

Robert is a Principal Trainer, Auditor, and Consultant at JBW Group International. He previously held positions as Principal in a “Big 4” Audit and Management Consulting firm, Senior Executive Service positions in the Intelligence Community, and Management positions in multiple organizations. He has served on numerous Advisory, Internet, Electronic Commerce, Security, and Technology boards, and as chairman of multiple security and communications task forces.

Robert has consulted with over 120 of the Global Fortune 500 on major technology, security, and privacy projects, and currently specializes in support to clients in Healthcare, Insurance, Telecommunications, Transportation, Logistics, Manufacturing, Energy, Oil and Gas, Internet/Electronic Commerce, and Financial Services industries.

Mr. Aanerud is a Certified Information Systems Security Professional (CISSP), and an IRCA- and Registrar-Certified BS25999, ISO 9001, ISO 20000, ISO 27001, and ISO 28000 Lead Instructor and Principal Auditor.

Robert holds a PhD in International Law and Regulation, a BA in Business and Marketing Management, an LLB in U.S. Constitutional Law, and a British Computing Society ISEB Certificate in IT Law.

## Method of Delivery and Timetable

This course is available for **Onsite** session and in the **Public Venue**. This is a two-day intensive course equivalent to 16 credit hours; the times will be 8:00 AM – 5:00 PM unless otherwise arranged.

## Outcome

A JBW Group International “*Certificate of Demonstrated Competence*” will be issued to those delegates deemed to have achieved a satisfactory standard of learning and competence. An appraisal of delegates’ knowledge and performance will be made in conjunction with standard-specific training through a combination of continuous assessment and after-course feedback mechanisms. Delegates successfully completing this course meet prerequisite auditor training requirements for standard-specific scheme requirements.