

Auditor Skills and Non-conformity handling

Course aim and objectives:

This course provides the required knowledge for defining and explaining to participants the auditor's fundamental skills for performing and completing verifications. Whether first, second or third-party audits are carried out, the auditing process is practically the same as well as the methodology for determining and handling finding(s) which need to be raised to a non-conformity. Extensive review is made with reference to specific audit criteria and applicable standards including the required stages for performing and completing an audit. The required baseline qualifications for conducting an audit are identified including the standards for certification and ongoing accreditation of auditors

Course main elements:

- Identifying the knowledge, skills and role of a qualified auditor
- Risk related issues
- Determining the audit criteria and selecting the auditing team
- Preparation and development of an audit program based on audit criteria
- Stages of the audit process
- Planning, conducting, reporting and follow up verification
- Audit investigation and communication techniques
- Determining and raising corrective action requests to a non-conformity
- Determining the root cause and actions required for eliminating root cause
- Follow up verification process and closing out a non-conformity
- Actions required for completing the audit process
- Practical exercises, case studies and final examination

Course participation:

The course is open to shipping company quality managers, superintendents, designated person(s) with auditing responsibilities as well as to maritime professionals who wish to practice as qualified auditors

Course duration: 2 days

This training program is currently provided in 12-hours with real time instruction through a dedicated e-platform in 3 four-hour pre-scheduled interactive web-based learning sessions.