

# ISO 9001:2008 QMS Internal Audit Training

Organised By



Raj Management Group

Quality *in*  
*focus*

## Introduction

To remain Competitive in the customer driven market, organizations have realized necessity of customer satisfaction through systems improvement and hence decide to get certified for ISO 9000.

## Objective



Conducting Internal Quality Audit (IQA) is one of the mandatory requirements before and after getting ISO 9000 Certificate. It is experienced and believed worldwide that stronger the internal audit, stronger is the systems within the organization. For this, Organizations need skilled team members who can effectively conduct internal audits, face certification / surveillance audits and gain maximum benefits out of Quality System. This training program aims at providing tools and techniques to the participants to conduct Internal Audits and maintain Quality Systems effectively in their organization.

## Timings:

8:00 AM to 6:30 PM (UAE)  
8:30 AM to 7:00 PM (INDIA)

## Dates & Venue:

9 & 10 January at  
**Ahmedabad**

11 & 12 January at  
**Mumbai: Hotel Atithi**

22 & 23 January at  
**Abu Dhabi: Cristal Hotel**

29 & 30 January at  
**Dubai: Hotel Flora Creek**

13 & 14 February at  
**Mumbai: Hotel Atithi**

19 & 20 February at  
**Dubai: Hotel Flora Creek**

26 & 27 February at  
**Abu Dhabi: Cristal Hotel**

5 & 6 March at  
**Ahmedabad**

14 & 15 March at  
**Abu Dhabi: Cristal Hotel**

8 & 9 April at  
**Abu Dhabi: Cristal Hotel**

15 & 16 April at  
**Dubai: Hotel Flora Creek**

### Topic Coverage

- Changes in ISO 9001:2008 as compared to ISO 9001:2000
- Overview of ISO 9000 QMS.
- Important Areas to be focused during Implementation.
- Detailed Discussion and explanation of entire standard.
- Linkage of all clauses to existing documents of organization.
- Introduction, Need, Plan & Conduct of IEA based on ISO 19011:2002.
- Terminologies used in IQA.
- **Process Approach based Audit** - Latest trend in global auditing practice.
- Overview on preparation of checklist.
- Writing IQA reports with practical case studies.
- Skills required for a good Auditor.
- Test for 60 Minutes.

### Certificate

We will conduct a test at the end of training and all successful candidates will be issued a certificate of Internal Quality Auditor for ISO 9001:2008.

### Training Methodology

Combinations of various techniques like Live Discussions, Brain Storming, Case Studies, Exercises, Readings, Sharing of Practical Experiences shall be used in this highly interactive workshop.

### Faculty Profile

#### Mr. Ajit Shah

Mr. Ajit Shah, chief of Raj Management Group is an experienced Trainer, Consultant and Internal Auditor in the field of Quality / Environment / Safety / HR Management Systems. He did his Graduate Engineering, Lead Auditor ISO 9000, Lead Auditor ISO 14000, Lead Auditor OHSAS 18000 and Trained Six Sigma Black Belt. He has industrial expertise in Production, Marketing, Exports, Purchase and HRD functions in various organizations. He has consulted 80+ Organizations for certification. He has conducted training on ISO awareness for 130+ sessions & on Internal Quality Audits Trainings for 100+ sessions. He has conducted 225+ Man-days of Internal Audits. He is working as Co-Faculty for IRCA approved Lead Auditor Training for ISO 9000 and IEMA approved Lead Auditor Training for ISO 14000.

### Target Audience

Anyone working in ISO 9000 certified organization (or going for certification) can participate in this training. This course is a must for all staff members from technical & non-technical departments who are responsible for maintaining ISO systems effectively and involved in conducting Internal Quality Audit in the Organization like MR, Department Heads, Managers, Engineers, Officers, Supervisors, Executives and even Top Management from Manufacturing, Service or Trading organisations.

### Course Fees & Registration for UAE

**AED 1,800/-** (AED One Thousand Eight Hundred Only) or **USD 490/-** (USD Four Hundred and Ninety only).

Once we receive nomination from the organisation or candidate, we will provide our Bank SWIFT code details for payment through wire transfer from UAE. We confirm registration upon receipt of payment in our bank account.

### Course Fees for India

**Rs. 5750/-** (Rs. Five Thousand Seven Hundred and Fifty Only) per candidate.

For online registration kindly visit our website: [www.rajmanagement.com](http://www.rajmanagement.com)

### Note:

1. Course fee includes Course material, working lunch and tea/coffee during training session. This is a non-residential course.
2. Registration for nomination shall be confirmed only after receipt of payment.
3. Participation fees are Non-refundable but changes in nomination(s) are acceptable.
4. Fee is already discounted and standardized keeping in view self-sponsored candidates & multiple nominations from single Organization.

## Client List

### Partial List of Companies to whom we have provided our various services:

Tata Steel Limited - Wire Division	Tata Technologies Limited - INCAT
Tata Toyo Radiator Limited	Tata Chemicals Limited
Larsen & Toubro Ltd.	Reliance Lifesciences Limited
Cadbury India Limited	Essar Steel Limited.
Mahindra and Mahindra Ltd.	Bayer CropScience Limited
Crompton Greaves Limited	Powerica Limited
Exxon Mobil Lubricants Pvt. Ltd.	Ispat Industries Limited.
Sanmar Specialty Chemicals Ltd. - Intec Polymers	Finolex Industries Limited
Suzlon Structures Pvt. Ltd. (Division of Suzlon Energy)	IFFCO.
Kenana Engineering & Technical Services, Sudan, Africa	Ciba Specialty Chemicals Ltd.
ADOC Japan, Abu Dhabi Oil Co. Ltd. - Japan, Abu Dhabi, UAE	ADOC Japan, Mubarraz Offshore Oilfield Facilities (MOOF) and Central Facilities Platform (CFP), UAE
Dubai Aluminium Company Limited, Dubai, UAE	Al Hai & Al Mukaddam for Geotechnical Works, Dubai, UAE
ANC Holding Group - ANC Contracting LLC, Dubai, UAE	ANC Holding Group - Gulf Precision Metals LLC, Dubai, UAE
Thomas Bennett Steels LLC, Dubai, UAE	Thomas Bennett Signs LLC, Dubai, UAE
Dredging International, Abu Dhabi, UAE.	International Rubber Co. LLC, Dubai, UAE an M'Sharie and Dubai Investments group Company
United Precast Concrete Dubai LLC, Dubai, UAE	Erinys International Ltd., Dubai, UAE
Gulf Drilling & Maintenance Co., Kuwait	L-3 Vertex Aerospace LLC, Kuwait
Link Middle East Ltd. – G.K. Wire Industries, Ras Al Khimah, UAE	Gulf Plastic & Converting Industries (TAHWEEL), Ras Al Khaimah, UAE
Amplex-Emirates LLC, Abu Dhabi, UAE	Techno Steel L.L.C., Dubai, UAE
Cegelec – Oil & Gas Division, Abu Dhabi, UAE	Jasubhai International FZCO, Dubai, UAE
Econosto Mideast B V, Dubai, UAE	MTI Middle East, Dubai, UAE
Tristar Transport LLC (Division of Agility), Dubai	Tyco Fire & Security UAE LLC, Abu Dhabi
Future Pipe Industries LLC, Oman	Wartsila LLC, Dubai
Vectra Group Limited, Abu Dhabi, UAE	Tower Link Golf Club, Ras Al Khaima, UAE
Stahl Crane Systems LLC, Dubai, UAE	Sterling Perfumes FZE LLC , Dubai, UAE
Star Energy Resources Limited, Dubai, UAE	EL Seif / ESEC International Contracting LLC, Dubai
Arabian Gulf Switchgear Ltd., Sharjah, UAE	Bin Mehran Ready Mix, Abu Dhabi, UAE
NuroI LLC, Abu Dhabi, UAE	Mahindra Middleeast Electrical Steel Service Centre FZC, Sharjah, UAE
Emirates Link Nitco LLC, Abu Dhabi, UAE	Telecom Development Co. Afghanistan Ltd. – Roshan, Kabul, Afghanistan
Mahindra Insurance Brokers Limited	Kalpataru Power Transmission Ltd.
Corporation Bank- 28 Branches with FQF.	Cadila Pharmaceuticals Ltd.
United Phosphorous Limited	GE India Industrial Pvt. Ltd.
Yashraj Biotech Limited	Narsee Monjee Institute of Management Studies

Gujarat Glass Limited	Continental Controls Limited
Midco Limited	Dagger Forst Tools Limited
Lubi Submersibles Limited – 3 Group companies	Cyanides & Chemicals Company
Arihant Pumps Limited – 3 Group of Companies	Mother Dairy – Amul - GCMMF
Aarti Industries Limited	Natural Sugar & Allied Industries Ltd.
Ashapura Minechem Limited - 3 Group Companies	MAEER'S Institute MAE - MIT, Pune
Akzo Nobel Chemicals (India) Limited	Vijay Tanks Limited
Neuland Laboratories Limited	Lear Automotive India Pvt. Ltd.
PPI Blow Pack Pvt. Ltd.	Lona Industries Limited
Asahi Songwon Colors Limited	Marpol Pvt. Ltd.
Akasaka Electronics Ltd.	Anuh Pharma Limited
SIRO Clinpharm Pvt. Ltd.	India Security Press
Hi-Media Laboratories Pvt. Ltd.	Warkem Biotech Pvt. Ltd.
Orient Abrasives Limited	Pharmalab Engg. (I) Pvt. Ltd.
IMC Ltd.	PAM Pharmaceutical & Allied Machinery Co. Pvt. Ltd.
Ahuja Construction Ltd.	Pastonjee Ice-cream – K.C. Engineering Corporation
Rajkot Dairy Co-Operative Limited	KRIBHCO with FQF.
Arora Fashions Ltd.	Stovec Industries Limited.
Jyoti CNC Automation Pvt. Ltd.	Himson Ceramics Limited.
Manisha Pharmo Plast Pvt. Ltd.	Soman Group of Companies
Yagnesh Printing Co. Pvt. Ltd.	Sunridge Software Solutions Private Ltd
Sai Auto Tech Pvt. Ltd.	Enspire Technologies Pvt. Ltd.
Kalpana Industries Limited	Evergreen Engineering Co. Pvt. Ltd
Alukbond India Pvt. Ltd.	People Interactive (I) Pvt. Ltd. – Shaadi.com
Unnati Pumps Pvt. Ltd	Advance Cooling Systems Pvt. Ltd
Mack Pharmatech Pvt. Ltd	Jagdish Precision Cast Pvt. Ltd.
Ajas Components Pvt. Ltd.	Kryfs Laminations Pvt. Ltd.
Plus Tech Engineers Pvt. Ltd.	Bhagheeratha Electricals and Structures Pvt. Ltd.
Aastrid International Pvt. Ltd.	Global Healthcare Products
Envirocare Labs Pvt. Ltd.	Shahlon Industries Ltd.
Unnat Engineering Pvt. Ltd.	Sindhu Ultramarine Chemicals Pvt. Ltd.
Western Abrasive Industries Pvt. Ltd.	Premier Looms Manufacturers Pvt. Ltd.
N.M. Medical Centre	Gujarat Lathe Manufacturing Co. Pvt. Ltd.
Peass Industrial Engineers Pvt. Ltd.	Pioneer Threads Pvt. Ltd.
Devrekha Engineers Pvt. Ltd.	Netscribes (I) Pvt. Ltd.
Erect Environment Engineers.	Ace Biomed Pvt. Ltd
Kadam Exports Pvt. Ltd.	Fine Thread Form Industries
Rajhans Impex Pvt. Ltd.	India Electric and Engineering Company
Shining Engineers and Founders Pvt. Ltd.	Deo-Ki Manufacturers
Span Engine Cooling System Pvt. Ltd.	Cambridge LLC, Sharjah, UAE

Apart from companies mentioned above, we have trained several Indian and International self sponsored candidates working in following companies:

Grasim Industries Ltd.	Unilever Gulf FZE, Dubai
H & R Johnson India Limited	Exxon Mobil Producing Nigeria Unltd., Nigeria
Rolta India Limited	Kingfisher Airlines
Dalal Mott MacDonald	Kharafi National, Kuwait
TAS Middle East LLC, Dubai	Adyard Abu Dhabi LLC, Abu Dhabi
ETA M&E Division, Dubai, UAE	Thermo LLC, Dubai, UAE
SNC-Lavalin Gulf Contractors LLC, Dubai, UAE	Belleli Energy, Dubai, UAE
Taisei Construction Corporation, Dubai, UAE	Maxell International L.L.C., Dubai, UAE
OGASCO - Oil And Gas Construction Company L.L.C., Abu Dhabi, UAE	LCL Interiors Contracting L.L.C, Dubai, UAE
Eversendai Engg LLC, Dubai	Directorate of Police Aviation, Oman
Abu Dhabi Aircraft Technologies, UAE	Al Ahamadiah Contracting & Trading, Dubai, UAE
Videocon Narmada Glass	Tecnicas Reunidas, Saudi Arabia
D-Link (India) Limited	Saudi International Petrochemical Company
Consolidated Contractors International Company (C.C.I.C.), Saudi Arabia	Velosi LLC, Oman
Dodsai Engineering and Construction PTE Ltd, Dubai	T.H. Hill Associates Inc., USA
Topsgrup Security Limited	Henkel Adhesives Limited
ATR Aircrafts, France	Sanghavi Diamond Exports
MANTRA	Hercules Hoists Ltd. (Bajaj Group)
Gujarat Gelatin Limited	ICON Clinical Research India Pvt. Ltd.
Enspire Technologies Pvt. Ltd.	C-Bay Systems
Dolphin Offshore Ent. India Ltd	Forus Engg. Services Pvt. Ltd.

You may log on to our website [www.rajmanagement.com/clients.htm](http://www.rajmanagement.com/clients.htm) to get detailed list of participants.

### **Clients' Feedback**

“Method of training delivery was remarkable. Examples linked to individual industries make thoughts clear.”

Mr. Anup Singh, Executive - Q.A., Aarti Industries Limited

“Best trainer. The way of teaching is unique as he teaches considering the level of participants.” Mr. Sultan M. Noor, Personnel Administrator, El-Seif / ESEC International Contracting LLC, Dubai

“One of the best training programmes I ever attended specially due to performance of the trainer.” – Mr. Nishantha Peris, Mechanical Engineer, ADOC Japan, Abu Dhabi, UAE

“I hope you increase delivery of this type of trainings all over UAE.”

Mr. Mohammad Yoosof, Engineer, Abu Dhabi Aircraft Technologies.

“Ajit Shah is an excellent trainer who knows his material extensively.”

Mr. Deepak Bhatia – Manager Logistics & I.T., Star Energy Resources Limited, Dubai

“Trainer was able to present the program in a very effective and accommodative approach.” Mr. Fidel Ismael – Group QA / QC Manager, ANC Holdings LLC, Dubai

“Trainer has a clear voice - easy to understand.” – Mr. Jon Tapp, Operations Manager, Gulf Drilling and Maintenance Co., Kuwait.

“Very professional approach and he gives training through his heart.” - Mr. Vermeiren Bart, Works Manager, Dredging International, Abu Dhabi, UAE

“The trainer was excellent in terms of presentation of topics and clarification of doubts.” – Mr. Baiju M.V., Planning Engineer, Gulf Precision Metals LLC, Dubai.

“The way of delivering the training was very appreciated.” – Mr. Arif Shaikh, Sr. Project Manager, Thomas Bennett Signs, Diubai.

“Training is very informative and effective. Trainer is very professional and well versed of the topics.” – Mr. Joselito Lasqui, Structural Engineer, Thomas Bennett Steels, Dubai.

“The trainer had very systematic and interesting approach to make us understand in an efficient way.” – Mrs. Ganga Govind, Manager – HR and Admin., United Precast Concrete Dubai LLC, Dubai.

“I am amazed of is memory. Too sharp!” - Ms. Melissa Tadena, QA / HSE Engineer, MTI Middle East, Dubai, UAE

“Trainer is totally committed to have optimum result.” – Mr. Rajmohan Kaimal, HSE Manager, ANC Contracting LLC, Dubai

“Excellent ! Very well versed in the standard and explains everything excellently.”– Mr. Roscoe Friend, Marketing Coordinator, Erinys International Ltd., Dubai, UAE

“The training was very well presented by extremely knowledgeable presenter.” – Mr. Geoff Burgess, Purchase Manager, United Precast Concrete Dubai LLC, Dubai.

“Training was excellent and helped me understand each and every point of the standard.” Mrs. Bhagyalaxmi Revankar – Administrator EHS, DUBAL, Dubai.

“Trainer has full mastery of the subject matter.” Mr. Federico Reyes – QAQC Engineer, SNC – Lavalin Gulf Contractors, Dubai.

“The trainer is very experienced and provided training in friendly approach.” Mr. Pankaj Raj, Senior Accountant, Gulf Drilling and Maintenance Co., Kuwait.

“Mr. Ajit Shah is an excellent instructor.” Mr. John L. Blood, Safety Co-ordinator, L-3 Vertex Aerospace, Kuwait.

“Very good style of presentation with appropriate examples. He is the right person for this training.” Mr. Gopakumar Pillai, QA/QC Engineer, Al Ahamadiah Contracting & Trading, Dubai

“Excellent simplified training.” – Mr. Rinku John, Executive – Operations, Tristar Transport LLC (Division of Agility), Dubai, UAE

“Exceeded my expectations.” – Mr. Romel Fantone, QC Engineer – Electrical, Thermo LLC, Dubai, UAE

“Presentation & the way of explanation with non-business examples were very good.” – Mr. Sharan D’Souza, Asst. Engineer – QA/QC, Econosto Mideast BV, Dubai, UAE

“He is an excellent trainer with all management skills.” – Mr. Suneel Kulkarni, Service Engineer – QA/QC, Econosto Mideast BV, Dubai, UAE

“Interpretation to actual processes against clauses of standard was good.” – Mr. S. Thiagarajan, Production Manager, Powder Coating, G.K. Wire Industries LLC, Ras Al Khaimah, UAE

“Trainer is very good and provides maximum information that can help implementation.” – Ms. Huguette Rahme, Sales Manager, Services Department, Cegelec, Abu Dhabi, UAE

“Overall standard was interpreted with clear and practical examples.” – Ms. Marilen Giganto, ISO Assistant, Wartsila LLC, Dubai, UAE

“Mr. Ajit is well versed, experienced and competent as a training instructor.” – Mr. Selvanathan Savargam – Safety Manager, LCL Interiors LLC, Dubai, UAE.

“Training is very useful for our work.” – Mr. Rodrigo Talingting, Safety Officer, Wartsila LLC, Dubai, UAE

“Great Energy!!” – Mr. Pdraig O’Duda – HSE Manager – TAS Middle East LLC, Dubai, UAE

“This is the best training I have attended.”  
Mr. Rajesh Barge, Dy. Manager – Marketing, Tata Toyo Radiator Ltd.

*“Compatibility between faculty and participants was excellent.”*  
Mr. Ranjeet Kumar Tiwari, Manager – Q.C., Orient Abrasives Limited

“Whole training session was really impressive and above expectation. I really appreciate the way it is handled. Great.”  
Mr. Snehal Salot, Sr. Executive – Marketing, Lubi Electronics

“The methodology adopted by Mr. Ajit Shah in training is exceptional and exemplary. An exceptional home work done by him.”  
Mr. Rameshchandra Adraja, Administrative Manager, Dunex Marketing.

“We all in the organisation should undergo this training.” – Mr. Anup Gidh, Manager – HR / Admin, Sanmar Specialty Chemicals Limited

*“Should be conducted for all employees of the organisation.”* – Mr. Sunil Panjabi, Senior Officer – Personnel, Dagger Forst Tools Ltd

“The course material is excellent.”  
Mr. Abhijit Raut, Q.A. Incharge, Anuh Pharma Ltd

“Excellent examples. Mostly due to vast and good experience of auditing and consulting.”  
Mr. Rohit Patankar, Q.A. Officer, Dagger Forst Tools Ltd

“Every person in the organisation should go for this training even though the organisation does not want to go for ISO certification.”  
Ms. Rekha Garg, Manager Process Control, Mahindra Insurance Brokers Limited

“Such type of useful training is to be provided to all the employees.”  
Mr. H.P. Desai, Assistant – S.C.M., Tata Chemicals Limited

“Trainer Mr. Ajit has impressive personality and excellent command on language and very deep knowledge about clauses. Excellent. Enjoyed.”  
Mr. Anil M. Waghmare, Asst. Manager Logistics, Akzo Nobel Chemicals (India) Limited

“The program was interactive and Mr. Ajit puts his heart in the topics.”  
Mr. Manoj S. Bondre, Manager – P&A / Safety, Akzo Nobel Chemicals (India) Limited

“Very well designed course.”  
Mr. Anil Jain, Head – Maintenance, Tata Steel – Wire Division

## Our Additional Services

ISO 9000 / ISO 14000 / OHSAS 18000 / Six Sigma / Training for HRD Soft Skills

- Consultancy for Certification.
- Company specific In-house Training for ISO 9000 / ISO 14000 / OHSAS 18000 Awareness.
- Company specific In-house Training for ISO 9000 / ISO 14000 / OHSAS 18000 Internal Audit.
- HRD soft skill Trainings like Time Management, Employee Motivation, Team Building, Effective Supervision Skills, World Class Customer Satisfaction Practices.
- IRCA approved ISO 9000 & IEMA approved ISO 14000 Lead Auditor Training.
- Company specific Internal Audit Conducting.

## Contact Us

Contact for In-house trainings on ISO 9001:2008 / 14001:2004 / OHSAS 18001:2007 Awareness & Internal Audit Trainings.



### Raj Management Group

Training, Consulting & Auditing for

ISO 9000 / ISO 14000 / OHSAS 18000 / Six Sigma / Training for HRD Soft Skills

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