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# Oil & Gas Industry Quality Management System Auditor/Lead Auditor Training

## INTRODUCTION

- This 2-week training course provides a broad knowledge of Quality Management Systems in the Oil & Gas Industry, and applicable international ISO standards.

The training course Oil & Gas Industry Quality Management System Auditor/Lead Auditor Training is split into two modules:

MODULE I - Understanding, Developing & Maintaining Oil & Gas Industry Quality Management Systems

- The first module of this training course is specifically designed to meet the needs of the petroleum, petrochemical and natural gas industry. It introduces the global ISO management systems for the Oil & Gas industry, ISO/TS 29001:2010 and ISO 9001:2015. Participants will acquire the necessary knowledge and understanding to develop, manage and maintain Oil & Gas Industry Quality Management Systems.

MODULE II - Auditing Oil & Gas Industry Quality Management Systems

- The second module will enable participants to develop the necessary expertise to conduct internal audits based on ISO/TS 29001:2010 and ISO 9001:2015. Participants will acquire the necessary knowledge and understanding to perform effective internal audits in accordance with the auditing process set out in ISO 19011 International auditing standard. This training course builds on the specific requirement of ISO/TS 29001:2010 for internal auditing and, is specifically designed to meet the needs of the petroleum, petrochemical and natural gas industry.

## OBJECTIVES

- Understand and interpret requirements of ISO/TS 29001:2010
- Understand and interpret requirements of ISO9001:2015
- Plan & manage the implementation of a QMS meeting the above
- Preparing for certification
- Awareness of internal audit & QMS training for company staff
- Gain expertise to perform internal audits following ISO 19011:2012 guidelines
- Manage and select QMS lead and team auditors
- Recognise and analyse QMS non-conformances during the audit
- Ask audit questions and take constructive notes
- Analyse audit findings and prepare internal audit reports

## TRAINING METHODOLOGY

- This Oil & Gas Industry Quality Management System Auditor/Lead Auditor training course is based on both theory and practice and uses examples based on real cases, practical exercises and case studies including role-playing and oral presentations.

## ORGANISATIONAL IMPACT

- Enabling it to develop understanding of the purposes and construction of effective QMS's
- Establishing understanding of the requirements in relevant international standards for management systems in the oil & gas industry
- Providing the basis for documenting a QMS
- Building awareness of certification body requirements, and how to conduct internal audit
- Developing the necessary expertise to conduct internal audits based on ISO/TS 29001:2010 and ISO 9001:2015
- Facilitating the creation of belief in, confidence and enthusiasm for implementation

## PERSONAL IMPACT

Delegates attending this training course will develop knowledge, and build experience, in how to effectively construct and internally audit Quality Management Systems through:

- Learning the principles and practices of building and auditing effective Quality Management Systems (QMS)
- Understanding and applying underlying concepts
- Detailed understanding of requirements and non-conformities
- Building experience and confidence through examples based on real cases, practical exercises, and case studies
- Testing their knowledge and competences through role-playing and oral presentations
- Gaining expertise to perform internal audits following ISO 19011:2012 guidelines
- Developing and demonstrating a detailed factual basis for their approach

## WHO SHOULD ATTEND?

This training course is suitable for a wide range of professionals but will greatly benefit:

- Managers and supervisors involved in onshore & offshore quality management systems
- Those with responsibilities for conducting quality management audits
- Production, process, maintenance, and HSE personnel
- Line-managers involved in planning/implementing risk assessment programmes

## Course Outline

### MODULE I - Understanding, Developing & Maintaining Oil & Gas Industry Quality Management Systems

#### Quality Management Systems (QMS)

- Origins of ISO/TC 29001:2010 and ISO9001:2015
- Aims & purposes of ISO/TC 29001:2010 and 9001:2015 QMS international standards
- Quality management system requirements
- Documentation in the quality management system
- Certification requirements and processes

#### Details of the ISO standards

- Terminology and definitions
- Clause by clause interpretation of ISO/TC 29001:2010, and exercises
- Clause by clause interpretation of ISO 9001:2015, and exercises
- Proportionality to risks

#### Implementing & Managing a QMS

- Top management responsibilities
- Planning the implementation project
- Applicable project management principles & tools in building an effective QMS
- Determination of scope
- Objectives of the QMS
- Quality Policies

#### QMS Documentation

- Determination of required processes & procedures
- Developing sound & effective procedures
- Quality control processes & procedures
- Developing training material for internal auditors & general staff awareness
- Exercises

#### Measuring & Monitoring

- Monitoring techniques
- Preparing for certification
- Internal audit
- Management review

## MODULE II - Auditing Oil & Gas Industry Quality Management Systems

### Quality Management System (QMS) Audit

- ISO 29001:2010 and 9001:2015 QMS international standards
- Review of 29001 clauses 4-8 and 9001 clause 9 internal audit requirements
- Quality system requirements
- Types and levels of qms internal audits
- Documentation in the quality management system
- Roles and responsibility of auditors

### Audit Preparation and Setup

- Terminology and definitions
- Audit concepts and principles
- Planning and conducting effective audits
- Producing audit programme and procedure
- Audit terms of reference
- Interview and note-taking skills

### Conducting an Internal Audit

- Internal audit process
- Creation of effective audit checklists
- Communications during audit
- QMS documentation review
- Key personnel interviews
- Physical site observation

### Preparing Audit Report

- Review of non-conformities and observations
- Audit findings and conclusions
- Preparation of internal audit report
- Corrective action plan
- Presentation of audit report
- Monitoring and close-out of non-conformities

### Review of Internal Audit Process & Assessment

- Review of Internal Audit Process
- Review of Internal Audit Reporting

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