



## ISO/IEC 17021: 2006 Awareness Training Course

### Delegate Programme

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### AIM OF THE COURSE

To provide delegates with an appreciation of the requirements of ISO/IEC 17021: 2006 and its application to the accreditation of management systems certification bodies.

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### Registration 09:00

#### 09.15 Introduction: Course objective and programme

##### **Conformity Assessment**

*Aim: to introduce key definitions and ensure consistent understanding of terminology.*

##### **Management Systems Certification**

*Aim: to appreciate the purpose of the relevant standards, third party certification, and requirements of the stakeholder interests..*

##### **Exercise 1 Management Systems Certification**

*Group exercise followed by feedback and review.*

##### **Break**

##### **ISO/IEC 17021:2006 Section 5 General requirements**

*Aim: To consider the requirements and management of impartiality*

##### **ISO/17021:2006 Section 6 Structural Requirements**

*Aim: To understand the management/committee structure requirements*

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#### 1230 – 1330 Lunch

#### 1330 Exercise 2: Impartiality Committee

*Group exercise followed by feedback and review*



**ISO/IEC 17021: 2006 Section 7. Resource Requirements.**

*Aim: To explain the requirement for managing competence.*

**Exercise 3 Requirements of ISO 19011**

*Group exercise followed by feedback.*

**ISO/IEC 17021. Development of Certification Services and Schemes**

*Aim: To consider the need for a formal documented process.*

**Exercise 4 Development and performance of a Certification Scheme**

*Group exercise followed by feedback.*

**16.30 – 17.15**                      **Review and close of day 1**

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**Day 2**

**09.00**                      **ISO/IEC 17021: 2006 Section 9 Process Requirements**

*Aim: to explain and discuss stage 1 and stage 2 audit requirements and decision process*

**Exercise 5: Stage 1 audit/report**

*Group exercise followed by feedback*

**Exercise 6: Stage 2 audit/report**

*Group exercise followed by feedback*

**1230 – 1330**                      **Lunch**

**13.30**                      **ISO/IEC 17021:2006 Section 9 Process Requirements con't**

*Aim: to explain and discuss surveillance and re-certification.*

**ISO/IEC 17021: 2006. Section 10. Management Systems Requirements.**

**Exercise 7: Process audit of a certification Body**

*Group Exercise and feedback*

**16.00-16.30**                      **Review and close day 2**

**We welcome feedback on all our courses and you are kindly asked to spend a few moments to complete the feedback form contained in your course delegate pack**