



Deming Certification Services Pvt Ltd
Studio 107,
Mehta Chambers, Navghar, Station Rd,
Vasai (W), Thane (Mumbai)
Telefax: +91 0250-2341170
Mob: +91 8369083940
+ 91 9322728183
sales@demingcert.com
www.demingcert.com

Ref DCS /CO/ADM/2023-24/00

PRESENTS
Dtd: 09/10/2023

CLASSROOM & DISTANCE LEARNING COURSE
ISO 10002:2004 Certification
2 day internal auditor training

As is widely known, Deming Certification Services Pvt Ltd is conducting various technical courses inviting interested personnel/technocrats for enhancing & fine-tuning of the skill.

Deming Certification Services Pvt Ltd organizing Internal Auditor Classroom & online Training course for **ISO 10002:2004 Certification 2 day internal auditor training**

a) Introduction of ISO 10002:2004

The Standards Published By Iso Undergo Changes Periodically, To Reflect The Best-Suited Practices Over The Changing Times. Iso Series Of Standards For A Business Unit To Successfully Set Up An **ISO 10002:2004 Certification 2 day internal auditor training** Or Get Maximum Benefits From An Established Management System, Auditors Within The Organization Have To Be Trained To Assess The System Against For **ISO 10002:2004 Certification 2 day internal auditor training** Requirements. They Must Also Be Able To Assess Their Suppliers Required Management System To Support Own Quality Initiative. To Increase Professionalism, Quality Auditors Also Seek Formal Registration With The UKJAS (UK) One Of The Prerequisites For Such Registration Requires The Quality Auditors And Practitioners To Successfully Complete An UKJAS (UK) Approved Auditor Training.

b) Objective Of The Course of ISO 10002:2004

The objective of the course is to illustrate the importance of the Internal Auditors role, skills and competency in bearing the ultimate responsibility for the effective performance of the audit team. A practical and intensive course for Training quality professionals to External, Internal and manage third and second party audits of an for **ISO 10002:2004 Certification 2 day internal auditor training**

Course Describes How To Plan And Perform An Audit, Report Findings, Conduct Opening And Closing Meetings And Establish Follow-Up Action. You Will Understand By The End Of The Course How Regular Auditing By An Audit Team Directed By A Competent Internal Auditor Is The Foundation Of An Effective For **ISO 10002:2004 Certification 2 day internal auditor training** . On Completion Of The Course You Will Have The Necessary Skills And The Experience To Internal Audit And Manage Your Own Audits. The Learning Process Will Include A Series Of Tutorials, Exercises, Culminating In Both Practical And Written Examination. Delegates Will Be Supplied With A Bound Set Of Comprehensive Course Notes.

c) COURSE CONTENTS:

- Introduction For **ISO 10002:2004 Certification 2 day internal auditor training** Vocabulary & understanding definitions
- Introduction to For **ISO 10002:2004 Certification 2 day internal auditor training** Management System Requirements
- Need for Internal Quality Audits
- Auditing Techniques
- Conducting Internal Quality Audits
- Course Examination

DAY 1: INTRODUCTION TO ISO 10002 AND AUDIT PLANNING

Session 1: Overview of ISO 10002:2004

- Introduction to ISO 10002:2004: objectives, benefits, and scope
- Key concepts and definitions in complaint management
- Importance of complaint management in enhancing customer satisfaction

Session 2: Understanding Complaint Management

- Principles of effective complaint management
- The complaint management process: receiving, evaluating, and responding to complaints
- Roles and responsibilities of personnel involved in complaint management

Session 3: The Internal Audit Process

- Importance of internal audits in ISO compliance
- Overview of the audit lifecycle: planning, execution, reporting, and follow-up
- Key roles of internal auditors in assessing compliance with ISO 10002:2004

Session 4: Developing an Audit Plan

- Creating an effective audit plan for ISO 10002:2004

- Identifying key audit criteria, risks, and areas of focus in complaint management
- Engaging stakeholders and establishing communication protocols

Workshop: Crafting an Audit Plan

- Hands-on exercise to develop an audit plan specific to ISO 10002:2004
- Participants work in groups to identify objectives, scope, methodologies, and timelines for the audit

DAY 2: AUDIT EXECUTION, REPORTING, AND IMPROVEMENT

Session 1: Conducting the Internal Audit

- Techniques for evidence collection: interviews, document reviews, and observations
- Assessing compliance with ISO 10002:2004 standards and best practices
- Identifying strengths, weaknesses, and opportunities for improvement in the complaint management process

Session 2: Documenting and Classifying Findings

- Types of audit findings: nonconformities, observations, and recommendations
- Best practices for documenting evidence and reporting findings
- Understanding the importance of clear and concise reporting

Session 3: Audit Reporting and Corrective Actions

- Preparing an audit report: structure, content, and key elements
- Developing corrective action plans for identified issues
- Strategies for effective communication of findings to management and stakeholders

Session 4: Driving Continuous Improvement in Complaint Management

- Promoting a culture of quality and continuous improvement in complaint handling
- Preparing for external audits and customer evaluations
- Utilizing audit results to inform strategic decision-making and process enhancements

Mock Audit Exercise and Final Q&A

- Conducting a mock internal audit scenario focused on ISO 10002:2004
- Participants practice applying audit techniques and reporting findings
- Open Q&A session to discuss challenges and best practices in auditing complaint management

For detail of contents refer our website at www.Demingcert.com

d) WHO SHOULD ATTEND:

- 1) All Employees Whose Work Responsibility Directly Affects For **ISO 10002:2004 CERTIFICATION 2 day internal auditor training** Those Individuals Willing To Take Up External Auditing As A Future Profession By Becoming An Independent Auditor.
- 2) Those Who Intend To Enroll Themselves To UKJAS (UK & IND) Registration Schemes Of For **ISO 10002:2004 Certification 2 day internal auditor training 2 day internal auditor training**
- 3) Management Representatives Responsible For Effective Implementation And Execution Of **ISO 10002:2004 Certification 2 day internal auditor training**

e) FACILITIES:

All facility for delegates covering lecture hall, tea and lunch will be arranged by Client or if you are attending the course at Deming Certification Services. Deming Certification institute will arrange the above facility.

f) COURSE DETAILS:

Detail program of every days Training course will be sent / given on the first day to the delegates on registration.

g) DURATION:

**ISO 10002:2004 Certification
2 day internal auditor training
[Timings: 10.00 am to 6.00 pm]**

FEES:

**ISO 10002:2004 Certification
2 day internal auditor training
Is Rs 8,500 +18%GST**

Payment should be made by Cheque / DD in favor of **“Deming Certification Services Pvt Ltd, Mumbai”**

BANKERS DETILS FOR EFT/ECS/RTGS/NEFT PAYMENT

Sr. No.	Name	Details
1.	Name of Beneficiary	DEMING CERTIFICATION SERVICES PVT LTD
2.	Name of Bank	Indian Overseas Bank
3.	Bank Branch	Vasai Diwanman Branch, Vishal Nagar VASAI(W)-401202
4.	Bank Branch Code	0001295
5.	Account No	129502000000889
6.	RTGS/NEFT / IFSC Code	IOBA 0001295
7.	Account Type	CURRENT
8.	MICR code	400086009
9.	SWIFT code	IOBAINBB089
10.	Email Id	info@demingcert.com
11.	PAN No.	AVZPS7816G
12.	GST No.	27AVZPS7816G1ZN

We hereby declare that the particulars given above are correct and complete.
Thanking You

Step for Admission:

1. Select the course, you want.
2. Choose Classroom/Distance Learning
3. Pay the fees by ECS/RTGS/NEFT to our Indian Overseas Bank
4. Send transaction ID/Deposit Slip along with duly filled Registration form
5. Get Confirmation of your admission by email. Admission is based on first cum first serve basis.
6. Currently Classroom Training is only available at Mumbai and your office premises/factory, if there are more than 4 participants in the same city/factory. For outside student, Guest house facility is available of Rs 300/per day in Mumbai depends on seat availability; otherwise all ranges of hotels are available near to our institute.
7. Other cities student, who doesn't want to come Mumbai, can opt for Distance Learning Mode. Syllabus is the same. You will be given course material by email and we will recommend some books, which you can buy. Three month time will be allowed to study the course material and for any doubts and faculty interaction can be done one to one on
Skype is: Deming Certification and whatsapp video call on +91 7979801035 on Sunday between 5.00 to 8 pm. If you want Training online we can share presentation on www.googlemeet.com with live presentation. You can attend from any cities around the world.

h) **VENUE:**
Client Office
Or
Deming Certification Services Pvt Ltd
107/108, Mehta Chambers, Station Road
Vasai (W), Thane (Mumbai)-401202
Email: info@demingcert.com
Tel: +91 8369083940/+91 9322728183

i) NOMINATIONS:

You may send in your nominations to the course co-coordinator, Deming Certification Services Pvt .Ltd, on the Registration form at the following address along with the fees.

Ranjeet Prasad

+91 8369083940

107/108, Mehta Chambers, Station Road

Vasai (W), Thane (Mumbai)-401202

Email: info@demingcert.com

Tel: +91 0250-2341170

www.demingcert.com

Fees once paid will not be refunded, however it could be adjusted against the next course for the same financial year.

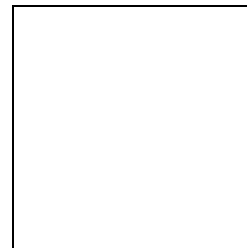
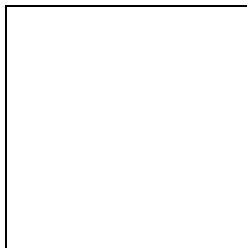
Please send your nomination of the delegated immediately as limited seats are available. Seats are filled on first cum first serve basis.

j) TERMS & CONDITIONS:

- I. Deming Certification Services Pvt Ltd general terms and conditions will be applicable for qualification of personnel.
- II. Minimum candidates per batch should be 04 Number and Maximum should be 25 per batch. **10% discount will be offered for** 04 Number and Maximum should be 25 per batch
- III. Delegate Fees shall be send in advance through cheque / DD in favor of **“Deming Certification Services Pvt Ltd”** payable at Mumbai.
- IV. Deming Certification Services Pvt Ltd will charge Service tax as applicable.
- V. Travel & Subsistence by 3rd AC train or economy class airfare will be charged for faculties on actual to be borne by client in case of course will be conducted in-house at client premises.



REGISTRATION FORM



PERSONAL DATA

Name in Full: _____ (In
Capital Only) Surname Name Father's/Spouse's Name

Name of the Firm & Address.....

.....

Phone No: (With STD Code): Sex:

Mobile No: E-mail:

Date of Birth: Qualification:

Training Course:

Place: (Signature)

Date: Name:

PAYMENT MADE BY: Cheque No / Demand Draft No..... Date

Drawn on Bank:

Cheque / Demand Draft Should be drawn in favor of **Deming Certification Services Pvt Ltd** payable at Mumbai, Maharashtra, India.

Note : Fees once paid will not be refunded, however this will be carried forward for the next course during the same financial year

Deming Certification Services Pvt Ltd, 107 Mehta Chambers, Station Road, Vasai (W)
Mumbai-401 202, Tel : +91 0250- 2341170 Ext. 206 Email: info@demingcert.com

Other Offices : New Delhi, Ludhiana, Baroda, Jaipur, Udaipur, Ahmedabad, Nasik, Pune, Indore, Nagpur, Daman, Kolhapur, Bangalore, Belgaum, Hyderabad, Chennai, Kolkata.