

# DELEGATE HANDBOOK



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**LEAD AUDITOR – ISO 9001:2015**  
**COURSE ID: LA09CR / LA09OL/LA09DC**



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# CHAPTER 1

## INTRODUCTION



## **1.1 ABOUT BMQR**

BMQR helps industries to certify processes and systems, products and personnel, as per National and International standards so that they can grow massively and also to facilitate domestic and international trades.

### **BMQR CONTRIBUTE TO OUR NATION:**

- By identifying the risks in their business and encouraging the treatments of the same.
- By providing value added services beyond the scope of certification.
- By focusing on the improvement and growth of the organization under certification.
- By encouraging the organization under certification for implementing the best practices in their respective industries.

## **1.2 THE VALUE OF BMQR CERTIFICATION**

### **WHY CHOOSE BMQR AS YOUR CERTIFICATION BODY?**

#### **GLOBAL RECOGNITION**

All our services are accredited by Globally recognized agencies..

#### **COMPETENT PERSONNEL**

BMQR ensures that highly competent personnel are engaged in delivering the service.

#### **COMPLIANCE WITH STANDARDS**

Our activities are as per the relevant accreditation standards.

#### **CUSTOMER SERVICE**

BMQR provide its services with the aim of helping our customers to solve their problems and putting all the efforts to make them to win. BMQR is continuously looking for the possible areas where we can over deliver.

#### **RESPONSIVENESS**

BMQR personnel respond to all clarifications and help at the very level best. BMQR has 24X7 customer care number where we provide round the clock service.

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## 1.3 OUR SERVICES

OUR SERVICES		
MANAGEMENT SYSTEM CERTIFICATIONS	PRODUCT CERTIFICATIONS	TAX CONSULTANCY
ISO 9001	CE Marking	Company Registration
ISO 50001	ROHS	Income Tax Filing
ISO 14001	Third Party Inspection	GST Filing
ISO 45001	US-FDA	<b>TRAINING</b>
ISO 22000	EN 1090	Business Improvement Training
ISO 26000	EN 15085	Lead Auditor Training
IATF 16949	Welder Qualification	Internal Auditor Training
ISO/IEC 17025	<b>CONSULTANCY</b>	QMS Manager Training
ISO/IEC 27001	Trademark Registration	ISO 9001 Lead Auditor Conversion Training
ISO/IEC 20000-1	Global Gap	ISO 14001 Lead Auditor Conversion Training
ISO 13485	SA 8000	ISO 22001 Lead Auditor Conversion Training
AS 9100	NABL	ISO 27001 Lead Auditor Conversion Training
HACCP	NABH	ISO 45001 Lead Auditor Conversion Training
HALAL Certifications	CMMI LEVEL 3 & 5	Lean Six Sigma Yellow belt
ISO 3834	ISI Certifications	Lean Six Sigma Green belt
ISO 29990	Patent registration	Lean Six Sigma Black belt
ISO/IEC 15189	Copyrights registration	Lean Six Sigma Master black belt
WHO-GMP	Design registrations	Business Improvement advanced training

## **1.4 BMQR CODE OF ETHICS**

### **BMQR PROFESSIONALS WILL:**

1. Work without any discrimination in terms of religion, race, caste, language, gender etc.
2. Show full respect with all of their customers, auditors, and any other persons.
3. Involve 100% in their work and enjoy every moment of our delivery.
4. Always look for any opportunity where BMQR can over deliver.
5. Always remember that the services offered by BMQR are uplifting the economic and wellbeing of some human being. So work with that proud.
6. Remember the reputation of BMQR and their accreditation agency and act to promote that.
7. Maintain fair competition throughout the business and do not involve in the cheap price war.

# CHAPTER 2

## **PROCESS AND EXAMINATION PREPARATION, RULES AND POLICIES**



## **2. PROCESS AND EXAMINATION PREPARATION, RULES, AND POLICIES**

### **2.1 COURSE OVERVIEW**

QMS ISO 9001:2015 Lead Auditor course offers an understanding of the concepts of the ISO 9001:2015 standard along with the principles and practices of leading management systems and process audits in accordance with ISO 19011.

Our active Lead Auditors, who are also highly experienced and qualified Lead Tutors, explain the clauses of ISO 9001:2015 in detail and guide students through the entire audit process, from managing an audit program to reporting on audit results.

Students gain necessary auditing skills through a balance of tutorials, role playing, group workshops, and open forum discussions. The certified students can perform the audit which will be appreciated by their employer.

### **2.2 COURSE OBJECTIVE**

- Understand quality management definitions, concepts, and guidelines.
- Understand the purpose of the ISO 9000 series.
- Understand the requirements of the ISO 9001:2015 standard.
- Understand the roles and responsibilities of the auditor.
- Apply ISO 19011 definitions, concepts, and guidelines.
- Recognize the principles, practices and types of audits.
- Understand the role of objectives, scope, and criteria in the audit process.
- How to plan audits.
- Understand lead auditor responsibilities.
- Communicate effectively during the audit.
- Prepare audit conclusions.
- Report audit results.

### **2.3 WHO SHOULD ATTEND**

Senior and Middle management personnel involved as implementers, auditors, and consultants of Quality Management Systems. All delegates are expected to have, adequate knowledge of ISO 9000 series of standards and some prior knowledge of QMS auditing. Lack of this prior knowledge may lead to unsuccessful completion of this course as the gaps in this knowledge would not be covered during this course. Minimum educational requirement, as per international norms for the course is, Diploma or equivalent in any discipline. Degree or graduates are preferable.

### **2.4 TARGET AUDIENCE**

This course satisfies the training requirements for those who wish to register with the BMQR's auditor registration scheme. It is also essential for any serious quality practitioner, particularly those with a responsibility to design, implement and manage an audit programme for internal audits, supplier audits and other external audits from customers and/or certification bodies. Other people who have found this course useful in the past have been internal quality auditors who are looking to enhance their quality auditing knowledge and skills, and those looking to achieve formal recognition for the skills and knowledge that they possess.

### **2.5 DURATION**

- The duration of this course is 5 days (40 hours)
- The timing is 9.30 am to 6.00 pm
- No leave, permission, late coming and early going will be allowed.

### **2.6 COURSE CONTENT (MODULE 1 TO 4)**

#### **COURSE CONTENT**

#### **MODULE 1 : THE QMS PROCESS, PRINCIPLES AND RESOURCES**

- The need for and benefits of a QMS.
- Development of the QMS standards.
- The ISO 9000 series of standards.
- Relationship between ISO 9001:2015 and ISO 9004:2018.
- Compatibility with other standards.

- Legal compliance – ISO standards.
- The quality management principles.
- An elaborative discussion on what an auditor looks for in every clause of the standard.

## **MODULE 2: THE AUDIT PROCESS, TYPES AND EVIDENCE**

- Audit definitions.
- Principles of auditing.
- Types of audit.

## **MODULE 3: PREPARING, DEVELOPING AND CONDUCTING AN AUDIT**

- Initial contact with the auditee.
- Stage 1 audit.
- Document review.
- The audit plan.
- Stage 2 audit
- Opening meeting / Closing meeting
- Interview techniques / Audit trials
- Working documents.

## **MODULE 4: THE AUDIT FINDINGS, REPORTING AND FOLLOW UP**

- Audit review meeting.
- Audit findings.
- Finding statements.
- Corrective Actions Requests (CARs).
- Classification of CARs.
- Opportunities for improvement.
- Audit follow up

## **2.7 TAKING THE EXAM**

### **GENERAL INFORMATION ON THE EXAM**

Candidates are required to arrive/be present at least 30 minutes before the exam starts. Candidates who arrive late will not be given additional time to compensate for the late arrival and may not be allowed to sit for the exam.

Candidates are required to bring a valid identity card (a national ID card, driver's license, or passport) and show it to the invigilator.

If requested on the day of the exam (paper-based exams), additional time can be provided to candidates taking the exam in a non-native language, not more than 30 additional minutes.

### **BMQR EXAM FORMAT AND TYPE**

- 1. Paper-based:** Exams are provided on paper, where candidates are not allowed to use anything but the exam paper and a pen. The use of electronic devices, such as laptops, tablets, or phones, is not allowed.

The exam session is supervised by a BMQR approved Invigilator at the location where the Reseller has organized the training course.

- 2. Online:** Exams are provided electronically via the BMQR Exams application. The use of electronic devices, such as tablets and cell phones, is not allowed. The exam session is supervised remotely by a BMQR Invigilator via the BMQR Exams application and an external/integrated camera.

For more detailed information about the online format, please email [training@bmqr.com](mailto:training@bmqr.com)

BMQR exams are available in two types: Theory Exam and practical Exam. The theory exam consists of multiple choice questions, short answer questions, long answer question, situational analysis and case studies. The pass mark for theory exam is 65 marks. The practical exam consists of either observation during an actual audit or document review exercise. The pass mark for practical exam is 11. The overall pass mark is 80 marks.

This exam comprises essay-type questions. They are used to determine and evaluate whether a candidate can clearly answer questions related to the defined competency domains. Additionally, problem-solving techniques and arguments that are supported with reasoning and evidence will also be evaluated.

The exam is open book and is not intended to measure memorizing or recalling information. It aims to evaluate candidates' comprehension, analytical skills, and applied knowledge. Therefore, candidates are required to provide logical and convincing answers and explanations in order to demonstrate that they have understood the content and the main concepts of the competency domains. You will find a sample of exam questions provided below.

Since the exam is "open book," candidates are authorized to use the following reference materials:

- A hard copy of ISO 9001:2015 standard.
- Training course materials (accessed through BMQR Exams app and/or printed).
- A hard copy of ISO 19011 standard.
- Any personal notes taken during the training course A hard copy dictionary.

Any attempt to copy, collude or otherwise cheat during the exam session will lead to automatic failure. BMQR exams are available in English and other

languages. To learn if the exam is available in a particular language, please contact [training@bmqr.com](mailto:training@bmqr.com).

## **2.8 RECEIVING THE EXAM RESULTS**

Exam results will be communicated via email. The only possible results are *pass* and *fail*; no specific grade will be included. The time span for the communication starts from the exam date and lasts 10 to 15 working days only.

Candidates who successfully complete the exam will be able to apply for one of the credentials of the respective certification scheme.

For candidates who fail the exam, a list of the domains where they have performed poorly will be added to the email to help them prepare better for a retake.

Candidates that disagree with the results may request a re-evaluation by writing to The Course Director at [connect@bmqr.com](mailto:connect@bmqr.com) within 30 days of receiving the results. Re-evaluation requests received after 30 days will not be processed. If candidates do not agree with the results of the reevaluation, they have 30 days from the date they received the reevaluated exam results to file a complaint through the [connect@bmqr.com](mailto:connect@bmqr.com). Any complaint received after 30 days will not be processed.

## **2.9 EXAM RETAKE POLICY**

There is no limit to the number of times a candidate can retake an exam. However, there are certain limitations in terms of the allowed time span between exam retakes.

- If a candidate does not pass the exam on the 1st attempt, they must wait 15 days from the initial date of the exam for the next attempt (1st retake). Retake fees apply.

**Note:** *Candidates who have completed the training course but failed the exam are eligible to retake the exam once for free within a 12-month period from the initial date of the exam.*

- If a candidate does not pass the exam on the 2nd attempt, they must wait three months after the initial date of the exam for the next attempt (2nd retake). Retake fees apply.

**Note:** For candidates that fail the exam in the 2nd retake, BMQR recommends them to attend a training course in order to be better prepared for the exam.

- If a candidate does not pass the exam on the 3rd attempt, they must wait six months after the initial date of the exam for the next attempt (3rd retake). Retake fees apply.
- After the 4th attempt, the waiting period for further retake exams is 12 months from the date of the last attempt. Retake fees apply.

To arrange exam retakes (date, time, place, costs), candidates need to contact the BMQR at [training@bmqr.com](mailto:training@bmqr.com).

## **2.10 EXAM SECURITY**

A significant component of a professional certification credential is maintaining the security and confidentiality of the exam. BMQR relies upon the ethical behavior of certification holders and applicants to maintain the security and confidentiality of BMQR exams. Any disclosure of information about the content of BMQR exams is a direct violation of BMQR's Code of Ethics. BMQR will take action against any individuals that violate such rules and policies, including permanently banning individuals from pursuing BMQR credentials and revoking any previous ones. BMQR will also pursue legal action against individuals or organizations who infringe upon its copyrights, proprietary rights, and intellectual property.

### **2.11 RESCHEDULE THE EXAM**

For any changes with regard to the exam date, time, location, or other details, please contact [training@bmqr.com](mailto:training@bmqr.com)

### **2.12 APPLY FOR CERTIFICATION**

All candidates who successfully pass the exam (or an equivalent accepted by BMQR) are entitled to apply for the BMQR credentials they were examined for. The candidate who passed successfully the Lead auditor training from IRCA, Exemplar Global, NBQP or any other personal certification body accredited by an accreditation body who is the member of IAF, can also apply.

## **2.13 LANGUAGE ASPECTS**

BMQR believes that the language should not be the barrier for learning. Study shows that learning in their native language is better than English. All the presentations, reports and certificates are only in English. But the mode of teaching can be the common language of the participant. For example, out of 10 participants, all the participants are having Tamil as native language, then Tamil can be the medium of verbal teaching. If even one participant is not comfortable with one language, then English would be the language of teaching. For example, If, out of 10 participants, 9 participants are having Tamil as native language and one who do not know Tamil, then English will be the teaching language.

# CHAPTER 3

## **CERTIFICATION REQUIREMENTS**



### 3. CERTIFICATION REQUIREMENTS

#### 3.1 ISO 9001: 2015 LEAD AUDITOR

The requirements for BMQR ISO 9001 Auditor certifications are:

CREDENTIAL	EXAM	PROFESSIONAL EXPERIENCE	MS AUDIT/ ASSESMENT EXPERIENCE	OTHER REQUIREMENTS
BMQR Certified ISO 9001 Provisional Auditor	BMQR Certified ISO 9001 Lead Auditor exam or equivalent	None	None	Signing the BMQR Code of Ethics
BMQR Certified ISO 9001 Auditor	BMQR Certified ISO 9001 Lead Auditor exam or equivalent	Two years: One year of work experience in quality management	Audit activities: a total of 200 hours	Signing the BMQR Code of Ethics
BMQR Certified ISO 9001 Lead Auditor	BMQR Certified ISO 9001 Lead Auditor exam or equivalent	Two years: Two years of work experience in quality management	Audit activities: a total of 300 hours	Signing the BMQR Code of Ethics
BMQR Certified ISO 9001 Principal Lead Auditor	BMQR Certified ISO 9001 Lead Auditor exam or equivalent	Ten years: Seven years of work experience in quality management	Audit activities: a total of 1,000 hours	Signing the BMQR Code of Ethics

To be considered valid, the audit activities should follow best audit practices and include the following:

1. Planning an audit
2. Managing an audit program
3. Drafting audit reports
4. Drafting nonconformity reports
5. Drafting audit working documents
6. Documented information review
7. On-site audit
8. Following up on nonconformities
9. Leading an audit team



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# CHAPTER 4

## **CERTIFICATION RULES AND POLICIES**



## **4. CERTIFICATION RULES AND POLICIES**

### **4.1 PROFESSIONAL REFERENCES**

For each application, two professional references are required. They must be from individuals who have worked with the candidate in a professional environment and can validate their quality management experience, as well as their current and previous work history. Professional references of persons who fall under the candidate's supervision or are their relatives are not valid. Professional reference from BMQR auditors will be preferred.

### **4.2 PROFESSIONAL EXPERIENCE**

Candidates must provide complete and correct information regarding their professional experience, including job title(s), start and end date(s), job description(s), and more. Candidates are advised to summarize their previous or current assignments, providing sufficient details to describe the nature of the responsibilities for each job. More detailed information can be included in the resume.

### **4.3 PREREQUISITES**

Those attending this course are expected to have knowledge of the following:

- Quality management principles and concepts.
- The Plan, Do, Check, Act (PDCA) cycle.
- The relationship between quality management and customer satisfaction.
- Quality management terms and definitions and the 7 Quality Management Principles.
- The process approach used in quality management.
- Process Based Quality Management Systems.
- The structure, content and requirements of ISO 9001:2015.

This knowledge can be gained in a number of ways:

- Previous experience and existing knowledge.
- Attending a BMQR Certified QMS Manager course – or equivalent.
- Reading or self-study.

If you would like to attend our BMQR Certified QMS Manager course at a discounted price to help you prepare for this Lead Auditor course please contact us.

#### **4.4 TRAINING GROUND RULES**

- **PUNCTUALITY:**

Arrive on time at the start of the training, after tea break and after lunch break. Arriving late is a sign of disrespect to the trainer and to your fellow participants.

- **NO DISTURBANCES:**

Cell phones should be turned off at the beginning of the workshop and should remain off until the end except during breaks. Avoid side conversation – if you are unclear about the topic being discussed or the instructions, please ask the facilitator to clarify.

- **RESPECT OTHERS:**

Respect each other yourselves, and the trainer. Do not speak when someone else is speaking. Listen actively. The trainer will be facilitating the discussions with your assistance.

- **PARTICIPATION:**

You are your own best resource. Much of the content of the training will be coming from you. Each one of you brings a wealth of experience to the program. The workshop can only be successful if it is a two way process and if everyone participates fully. Give everyone a chance to contribute and encourage others to do so.

- **AGREE TO DISAGREE:**

During this Workshop everyone must feel free to express opinions and concerns. Please avoid discussions about Politics/Religion/Caste and Personal attacks. Give respect to other feelings.

- **ASK QUESTIONS**

There are no stupid questions. If you do have a question you don't want to ask in front of others, ask it privately during a break. But do not ask questions to impress the trainer or co-trainers.

- **GIVE YOUR HONEST FEEDBACK:**

At the end of each day you will be given a form for your feedback on making this training better next time. Please be Honest.

### **QMS AUDIT EXPERIENCE**

The candidate's audit log will be checked to ensure that they have completed the required number of audit hours. The following audit types constitute valid audit experience: pre-audit, internal audits, second party audits, third party audits, or opinion audits.

### **4.5 EVALUATION OF CERTIFICATION APPLICATIONS**

The Certification Department will evaluate each application to validate the candidate's eligibility for certification. A candidate whose application is being reviewed will be notified in writing and, if necessary, given a reasonable time frame to provide any additional documentation. If a candidate does not respond by the deadline or does not provide the required documentation within the given time frame, the Certification Department will validate the application based on the initial information provided, which can eventually lead to its downgrade to a lower credential.

### **4.6 DENIAL OF CERTIFICATION**

BMQR can deny certification if candidates:

- Falsify the application
- Violate the exam procedures
- Violate the BMQR Code of Ethics
- Fail the exam

For more detailed information, CONTACT [training@bmqr.com](mailto:training@bmqr.com)

The application payment for the certification is non-refundable.

### **4.7 SUSPENSION OF CERTIFICATION**

BMQR can temporarily suspend certification if the candidate fails to satisfy the requirements. Other reasons for suspending certification include:

- BMQR receives large amounts of or serious complaints by interested parties (Suspension will be applied until the investigation has been completed.).
- The logos of BMQR or accreditation bodies are intentionally misused.
- The candidate fails to correct the misuse of a certification mark within the time frame determined by BMQR.
- The certified individual has voluntarily requested a suspension.
- BMQR deems appropriate other conditions for suspension of certification.

#### **4.8 REVOCATION OF CERTIFICATION**

BMQR can revoke certification if the candidate fails to fulfill the BMQR requirements. Candidates are then no longer allowed to represent themselves as BMQR certified professionals. Other reasons for revoking certification can be if candidates:

- Violate the BMQR Code of Ethics
- Misrepresent and provide false information of the scope of the certification
- Break any other BMQR rules.

#### **4.9 UPGRADE OF CREDENTIALS**

Professionals can apply to upgrade to a higher credential as soon as they can demonstrate that they fulfil the requirements.

In order to apply for an upgrade, candidates need to send an application with all proofs to [training@bmqr.com](mailto:training@bmqr.com). The upgradation fee would be extra.

#### **4.10 DOWNGRADE OF CREDENTIALS**

A BMQR Certification can be downgraded to a lower credential due to the following reasons:

- The fee if any, has not been paid.
- The Continuous Professional Development hours have not been submitted.
- Insufficient Continuous Professional Development hours have been submitted.
- Evidence on Continuous Professional Development hours has not been submitted upon request.

**Note:** *BMQR certified professionals who hold Lead Certifications and fail to provide evidence of certification maintenance requirements will have their credentials downgraded. On the other hand, the holders of Master Certifications who fail to submit Continuous Professional Developments and pay annual fee will have their certifications revoked.*



#### **4.11 OTHER STATUSES**

Besides being active, suspended, or revoked, a certification can be voluntarily withdrawn. More information about these statuses and the permanent cessation status, and how to apply, please mail to [training@bmqr.com](mailto:training@bmqr.com).

#### **4.12 USE OF MARKS**

The certified personnel should not use BMQR mark, their accreditation body mark and IAF mark in any material and media. If any misuse of mark is detected, you will be asked to remove the same within 15 days. If no action is taken from your side, your certificate will be withdrawn.

#### **4.13 SURVEILLANCE**

BMQR conducts surveillance every year from the date of certification by document review. The criteria for surveillance is as follows:

Sl no	Grade	Minimum audit experience	Minimum CPD
1	MS auditor	1 Full audit/year	8 hour/year
2	MS Lead auditor	2 Full audits/year	8 hour/year
3	MS Principal Lead auditor	3 Full audits/year	8 hour/year

If the candidate do not submit the required details within one month from the due date of Certification, their certification will be suspended and one more month time will be given.

If the candidate do not submit the required details within two months from the due date of Certification, their certification will be withdrawn.

#### **4.14 RECERTIFICATION**

Recertification is performed in the time period of 6 months prior to expiry to 6 months after expiry. After this time the certificate may not be recertified, a new examination has to be passed. The new certificate (recertified) is valid for up to 5 years.

All MS certified auditors shall provide evidence of maintaining their competence periodically by recertification. Each applicant for recertification shall maintain records of professional development undertaken. The evidence of professional development shall be submitted to BMQR every year within one month from the due date.

For each re-certification period, the MS Auditors shall submit documentary evidence either of having performed a minimum of 10 complete MS audits with at least 7 audit days on-site during the last 5 years. All audits shall be conducted in accordance with the principles and practices described in ISO 19011.

For each re-certification period, the MS Lead Auditors shall submit documentary evidence either of having performed a minimum of 15 complete MS audits with at least 10 audit days on-site during the last 5 years. At least two of the audits required for re-certification shall be in the capacity of lead auditor, leading a team of at least one other auditor. All audits shall have been conducted in accordance with the principles and practices described in ISO 19011.

For each re-certification period, the MS principal Lead Auditors shall submit documentary evidence either of having performed a minimum of 20 complete MS audits with at least 15 audit days on-site during the last 10 years. At least five of the audits required for re-certification shall be in the capacity of lead auditor, leading a team of at least one other auditor. All audits shall have been conducted in accordance with the principles and practices described in ISO 19011.

#### **4.15 PROFESSIONAL DEVELOPMENT**

Each MS Auditor, MS Lead Auditor and MS principal Lead Auditors shall, during the five year recertification period, undertake at least 8 hours / year of professional development. The development may be participation in courses or seminars, self- study or other acceptable means of professional development, and be documented to the BMQR's satisfaction prior to recertification.

Each MS Auditor / MS Lead Auditor shall submit the continuous professional development reports/certificates/proof to BMQR within one month from its due date.

If CPD is not submitted within one month from its due, BMQR suspend the certification by giving one more month. If CPD is not submitted 2 months from its due date the Certificate will be withdrawn.



# BMQR CERTIFICATIONS PVT LTD CHENNAI, INDIA.

## 4.16 SAMPLE CERTIFICATE

# CERTIFICATE

## NAME OF THE DELEGATE

is awarded the title of

### LEAD AUDITOR

of

### QUALITY MANAGEMENT SYSTEM,

after having met all the certification requirements, as per the "Certification scheme for Management System Auditor/ Lead Auditor" (Document No: BMQR/CS/001), professional experience and adaption of code conduct and ethics.

Certificate No : XXXXXXXX  
Course ID : XXXXX  
Standard : ISO 9001:2015  
Date of certification : XX/YY/ZZZZ



The Course Director

### BMQR CERTIFICATIONS PVT LTD.,

No.5, Second Floor, Sathyamoorthy Road, Thiruvallieswarar Nagar,  
Thirumangalam, Anna Nagar West, Chennai-600040, Tamil Nadu, India.

+91 44 26152595 training@bmqr.com www.bmqr.com

Page-1 of 1. Form No: BMQR /PCMS/TRG/170/R0.

This certificate is valid for 5 years for the purpose of BMQR registration.

Note: The validity of this certificate is subject to annual surveillance. Please refer 4.13 of the "Delegate Hand Book" (Document No: BMQR/DHB/001) for criteria and procedure for surveillance. To check the validity of this certificate please visit www.bmqr.com.

# CHAPTER 5

## **BMQR GENERAL POLICIES**



**POLICIES**

## **BMQR GENERAL POLICIES**

### **BMQR CODE OF ETHICS**

Adherence to the BMQR Code of Ethics is a voluntary engagement. It is important that BMQR certified professionals not only adhere to the principles of this Code, but also encourage and support the same from others. More information can be found here.

### **OTHER EXAMS AND CERTIFICATIONS**

BMQR accepts certifications and exams from other recognized accredited certification bodies. BMQR will evaluate the requests through its equivalence process to decide whether the respective certification(s) or exam(s) can be accepted as equivalent to the respective BMQR certification.

### **NON-DISCRIMINATION**

All candidate applications will be evaluated objectively, regardless of the candidate's age, gender, race, religion, nationality, or marital status.

### **IMPROVEMENTS**

BMQR always support the delegates to improve their skill. So all the participants will be given full access to our video courses and online course recording for their future reference and improvement. Any participant can attend the online or class room training after completion to improve their skill. There will not be any fee for re-attending.



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# CHAPTER 6

## **EXPERIMENTAL LEARNING**



## **EXPERIMENTAL LEARNING**

BMQR believes that learning is fun. If we engage many senses in the learning process, the student learns more and will not forget in their life. Simple chalk and talk methods are boring and unengaged. BMQR uses the following experimental training methodologies.

- Power point / mind map presentations.
- Activities
- Videos
- Role plays
- Ice breaking activities before the training
- Revision of previous day lessons before starting the new day lessons.
- Quiz
- Competitions
- Prizes for various aspects.
- Breakout rooms
- Discussions
- Debate show
- Mock audit with the simulations
- And many more

# CHAPTER 7

## **COURSE FEE**





## BMQR CERTIFICATIONS PVT LTD CHENNAI, INDIA.

### COURSE FEE

This includes lunch, refreshments, and delegate kit containing course material.

### ACCOMMODATION:

For courses at BMQR, Chennai, Accommodation in attached Executive Hostel, can be availed against applicable charges. These are available on twin sharing basis subject to availability.

### OUR ADDRESS:

#### **BMQR CERTIFICATIONS PVT LTD**

No-5, Second Floor, Sathyamoorthy Road, Thiruvalleeswarar Nagar, Thirumangalam, Anna Nagar West, Chennai- 600 040, Tamilnadu, India.

Ph: 044 26152595, Email: [training@bmqr.com](mailto:training@bmqr.com)

Web: [www.bmqr.com](http://www.bmqr.com).

### REVISION HISTORY:

Date of revision	Clause No	Reason for revision	Rev No
1 <sup>st</sup> April, 2023	All	Document number, Issue No, Issue Date, Revision No, Revision Date is given & Form No is removed (Ref: CAR - 8 of initial audit)	1
27 <sup>th</sup> July, 2023	4.13, 4.14 and 4.15	Surveillance, re-certification and professional development details added	2