

## **Cognicert - Inspection Manager Course**

### **Course Outline**

#### **Introduction to Inspection Management**

- Background and Development of ISO 17020:2012
- Interpreting the Requirements of the ISO 17020:2012 Standard
- Inspection Management Principles
- Inspection Management System Requirements
- Inspection Management Tools
- The Process Management Approach
- Independence of Inspection provider and process

#### **Inspection Management Planning**

- Context of inspections management
- Inspection requirements
- Inspection Risk Management
- Inspection Management Plan

#### **Inspection Operations Management**

- Inspection documents and record management
- Inspection operational controls: processes and procedure development and improvement
- Inspection Human Resources Management
- Subcontracting
- Developing Identification and traceability system
- Preservation of inspection equipment
- Facilities and equipment
- Inspection methods and procedures
- Handling inspection items and samples
- Inspection reports and inspection certificates
- Complaints and appeals process
- Change Management and Controls
- Control of nonconforming outputs

#### **Inspection performance monitoring and Evaluation**

- Monitoring and auditing techniques and evidences
- Customer feedback survey, Supplier Evaluation and employees
- Use of ICT in Inspection Management
- Monitoring and evaluating Inspection Performance
- Auditing Inspection Performance
- Evaluating and Reviewing Inspection Activities

#### **Improving Inspection performance**

- Implementing Corrective actions

- Risk Mitigation and Preventive actions

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