

ISO 20252 Research Services Lead Auditor Course

Course Outline

Background and Development of ISO 20252:2018

- Definition of ISO 20252:2018
- Benefits of ISO 20252:2018
- Types of Audits
- Why Audits are Needed

Introduction to the Requirements of the ISO 20252:2018 Standard

- Management, Recruitment and Training of Fieldworkers
- Conducting Data Collection by Fieldwork
- Fieldworker Validation of Quantitative Research
- Qualitative Data Collection
- Self-Completion Data Collection
- Observational Data Collection
- Data Collection from Secondary Sources
- Data Collection Records
- Data Management and Processing
- Project Schedule
- Assistance by and Cooperation with Clients
- Questionnaires and Discussion Guides
- Managing Sampling and Data Processing
- Monitoring the Execution of Research
- Research Documents, Materials and Products
- Reporting of Research Results
- Quantitative Research
- Qualitative Research
- Observational Research
- Fieldwork (Quant and Qual)
- Physical Observation
- Digital Observation (Passive Methodologies)
- Sampling Including Access Panels
- Self-Completion (On/Off Line)
- Data Management and Processing

The Process Management Approach

- Process Management Approach
- The Planning Phase
- Establish Process Measurements
- Analyze the Process
- Design or Redesign the Process
- Process Mapping

Introduction to Management Review

- Making Management Review Relevant to Management
- What Will Be Reviewed?

- Establishing the Objectives
- Planning the Management Review
- Output of Management Review

ISO 17021:2015

- Fundamentals of Auditing
- Decide How to Audit
- Principles of Auditing

Managing an Audit Programme

- Preparation & Planning of Audits
- Preparation of Checklist

ISO 17021:2015 and ISO 20252:2018

Audit Activities

ISO 17021:2015 Audit Process

- External Audit Processes and Criteria
- Identification of Non-Conformities (N/C's)
- Documenting the Audit (Audit Report)
- Conducting Audit Follow-Up
- Practical Auditing Exercise

Competence and Evaluation of Auditors

Creating a Corrective Action Plan

- What is Root Cause Analysis?
- When (and When Not) to Use Root Cause Analysis
- The Root Cause Analysis Process
- How to Construct a Root Cause Analysis Checklist
- Examples of How a Well-Run Root Cause Analysis Process Works
- Corrective and Preventive Actions