

# ISO 17020 LEAD IMPLEMENTER CERTIFICATION

As per International Standards



UNICHROME

# Unichrone Training **Advantages**

- ✓ 4 Day Interactive Instructor –led Online/Classroom or Group Training
- ✓ Course study materials designed by subject matter experts
- ✓ Mock Tests to prepare in a best way
- ✓ Highly qualified, expert & accredited trainers with vast experience
- ✓ Enrich with Industry best practices and case studies and present trends
- ✓ ISO 17020 Lead Implementer course adhered with International Standards
- ✓ End-to-end support via phone, mail, and chat
- ✓ Convenient Weekday/Weekend ISO 17020 Lead Implementer Training Course schedule



# About Unichrone

✓ We are a professional training institute with an extensive portfolio of professional certification courses. Our training programs are meant for those who want to expand their horizons by acquiring professional certifications across the spectrum. We train small- and medium-sized organizations all around the world, including in USA, Canada, Australia, UK, Ireland and Germany.



Guaranteed Quality



Handpicked Trainers



Global Presence



Online Training Option

**We've trained professionals across global companies**



# Importance of ISO 17020 Lead Implementer Certification Training

- ✓ Implementation is the outcome of awareness and knowledge. The process of acquiring **ISO 17020 Lead Implementer Certification** is the source of that knowledge. This certification endows aspirants with professional skills but certain invaluable qualities, as well. These are namely, confidentiality, dedication, and impartiality. Aspirants become knowledgeable in handling resources, equipment, facilities, and personnel through effective inspection processes. This certification also enhances their job marketability alongside materializing the dream of being employed in foreign countries.
- ✓ Individuals aspiring for the designations of quality managers, technical managers, officers, and coordinators hugely benefit from ISO 17020 Lead Implementer Course. During the training program, aspirants gather valuable insights from their instructors who are industry experts. The group discussions, case studies, and practical exercises enable candidates to brainstorm practical ideas for enforcing effective inspection frameworks. Aspirants become well-versed in the explanation of all ISO 17020 clauses apply the same.

## ELIGIBILITY CRITERIA

- ✓ Aspirants need not meet any requirements to pursue ISO 17020 Lead Implementer Training Course. However, having prior knowledge of the ISO standard is beneficial.

## WHO SHOULD ATTEND

- ✓ Any professional who wants to advance his/her career in Management System Operations can take up ISO 17020 Lead Implementer Course.

# ISO 17020 LEAD IMPLEMENTER CERTIFICATION ADVANTAGES



CERTIFIES  
YOUR TALENT



HELPS  
BUILDING  
VALUES



GLOBAL  
RECOGNITION



PERFECT  
EXECUTION



BUILDS  
CUSTOMER  
LOYALTY



MORE  
EMPLOYABILITY  
OPTIONS

# Syllabus of ISO 17020 Lead Implementer Certification Training

## Lesson 01 – Introduction to ISO 17020

1.	Scope
2.	Normative References
3.	Terms and Definitions

## Lesson 02 – Inspection Bodies

1.	What is Inspection?
2.	Introduction to Inspection Bodies
3.	Goals and Requirements of Inspection Bodies
4.	Inspection According to ISO
5.	Important Functions of Inspection
6.	Types of Inspection Bodies
7.	Inspection Body Accreditation

# Syllabus of ISO 17020 Lead Implementer Certification Training

## Lesson 03 – Inspection Procedure

1.	Select and Prepare
2.	Conduct Intelligence Led Inspection
3.	Report, Record, Follow Up, Close Out, and Evaluate

## Lesson 04 – Quality Management and Improvement Overview

1.	What is Quality Management?
2.	Introduction to Quality Improvement
3.	Basics of Quality Improvement
4.	Quality Improvement Process
5.	Methods of Quality Improvement Management
6.	Benefits of Improving Quality



# Syllabus of ISO 17020 Lead Implementer Certification Training

## Lesson 05 – General Requirements

1.	Impartiality and Independence
2.	Confidentiality

## Lesson 06 – Structural Requirements

1.	Administrative Requirements
2.	Organisation and Management

# Syllabus of ISO 17020 Lead Implementer Certification Training

## Lesson 07 – Resource Requirements

1.	Personnel
2.	Facilities and Equipment
3.	Subcontracting

## Lesson 08 – Plan-Do-Check-Act

1.	PDCA Cycle
2.	PDCA Approach
3.	Planning
4.	Support
5.	Operation
6.	Performance Analysis
7.	Improvement

# Syllabus of ISO 17020 Lead Implementer Certification Training

## Lesson 09 – Planning Individual Internal Audits

1.	Internal Audit Approach
2.	Risk Assurance Mapping
3.	Audit Plan
4.	Research the Audit Area
5.	Conduct Process Walk-Throughs
6.	Map Risks to the Organisation, Process, or Function
7.	Obtain Data Prior to Fieldwork

## Lesson 10 – Audit Procedure

1.	Considerations During the Auditing Process
2.	Auditing Methods
3.	Requirements for Auditors
4.	Conformity Assessment Audit Procedure
5.	Conducting the Audit

# Syllabus of ISO 17020 Lead Implementer Certification Training

## Lesson 11 – Auditing Roles and Principles

1.	Auditing Roles
2.	Audit Team
3.	Maintaining Confidentiality
4.	Independence
5.	Evidence-Based Approach
6.	Integrity
7.	Fair Presentation of Audit Reports

## Lesson 12 – Skills and Competencies of an Internal Auditor

1.	Personal Attributes
2.	Skills
3.	Education and Experience
4.	Knowledge

# Syllabus of ISO 17020 Lead Implementer Certification Training

## Lesson 13 – Responsibilities of the Auditor

- |    |   |
|----|---|
| 1. | Management of Personnel                     |
| 2. | Preparing Checklist                         |
| 3. | Scope of Work                               |
| 4. | Managing an Audit Programme                 |
| 5. | Communication at All Levels of Organisation |

## Lesson 14 – Conducting the Internal Audit and Handling the Interview Process

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|----|--|
| 1. | Decide What You Want to Achieve                        |
| 2. | Identify Risks   |
| 3. | Plan and Audit Activities                              |
| 4. | Validate the Facts and Complete the Work               |
| 5. | Develop a Deliverable or Report That will Drive Action |
| 6. | Follow Up  |

# Syllabus of ISO 17020 Lead Implementer Certification Training

## Lesson 15 – Audit Programme

1. Reviewing and Improving Audit Programme

## Lesson 16 – Closing an ISO 17020 Audit

1. Prepare Audit Report
2. Distribute Audit Report
3. Conduct Audit Follow-Up



# Syllabus of ISO 17020 Lead Implementer Certification Training

## Lesson 17 – Managing an ISO 17020 Audit Programme

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|----|----------------------------------|
| 1. | Know What and When to Audit      |
| 2. | Create an Audit Schedule         |
| 3. | Pre-Planning the Scheduled Audit |
| 4. | Conducting the Audit             |
| 5. | Record the Findings              |
| 6. | Report Findings                  |

## Lesson 16 – Roles and Responsibilities of a Lead Implementer

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|----|----------------------------|
| 1. | Roles and Responsibilities |
|----|----------------------------|

# Syllabus of ISO 17020 Lead Implementer Certification Training

## Lesson 19 – Difference Between Compliance and Conformity

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|----|---|
| 1. | What Does Compliance and Conformity Mean? |
| 2. | Compliance Vs Conformity                  |

## Lesson 20 – Importance of Inspections for Compliance

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|----|---|
| 1. | Several Specific Functions in Inspections |
| 2. | Importance of Regulatory Inspections      |

# Syllabus of ISO 17020 Lead Implementer Certification Training

## Lesson 21 – Audit Programme

1.	Recognizing the Inspections Problem and Mobilizing Support
2.	Drivers of Reform
3.	Role of Public Opinion
4.	Defining Goals and Approach of Reform
5.	Driving Implementation Successfully

## Lesson 22 – Closing an ISO 17020 Audit

1.	How Does Inspection and Review Support Improvement?
2.	Ways to Improve the Effectiveness of Inspections
3.	Standardise Inspection Procedure
4.	Eliminate the Need for Manual Data Entry
5.	Use Mobile Assessment Apps to Your Advantage
6.	Determine the Best Inspection Frequency
7.	Assign Facility-Level Inspections
8.	Make Corrective Actions More Automated

# Syllabus of ISO 17020 Lead Implementer Certification Training

## Lesson 23 – Lead Auditor

1.	Who is Lead Auditor?
2.	Roles and responsibilities of Lead Auditor
3.	Audit Report
4.	Types of Audit Process

## Lesson 24 – On-Site Audit Activities

1.	Opening Meeting
2.	Document Review
3.	Detailed Site Inspection
4.	Staff Interview
5.	Review Audit Evidence
6.	Closing Meeting

# Syllabus of ISO 17020 Lead Implementer Certification Training

## Lesson 25 – Inspection and Audit

1.	Audit Vs Inspection
2.	Prioritising Findings
3.	What to Do with the Findings?
4.	Audit Assess Compliance
5.	Risk-Based Selection

## Lesson 26 – Conducting an Audit

1.	Initiating Audit
2.	Preparing Audit Activities
3.	Conducting Audit Activities
4.	Preparing and Distributing Audit Report
5.	Completing Audit
6.	Conducting Audit
7.	Follow-Up

# Syllabus of ISO 17020 Lead Implementer Certification Training

## Lesson 27 – Lead Auditor

1.	Nonconformity
2.	Corrective Actions



## Exam Format of ISO 17020 Lead Implementer Certification

Examination Format	
<b>Exam Name</b>	<b>ISO 17020 Lead Implementer Exam</b>
Exam Format	Multiple Choice, Subjective
Total Questions & Duration	20 Questions, 2 Hours
Passing Score	Minimum passing score of 70%
Exam Cost	Included in training fee

To get you fully prepared with the knowledge and skills for the ISO 17020 Lead Implementer, a training session at Unichrone gives immense importance to mock questions at the end of every module and problem-solving exercises within the session. Prepared by certified ISO faculty, the practice tests are a true simulation of the ISO 17020 Lead Implementer Exam.

# Contact Us

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