



excelledia

**EXECUTIVE SUMMARY**

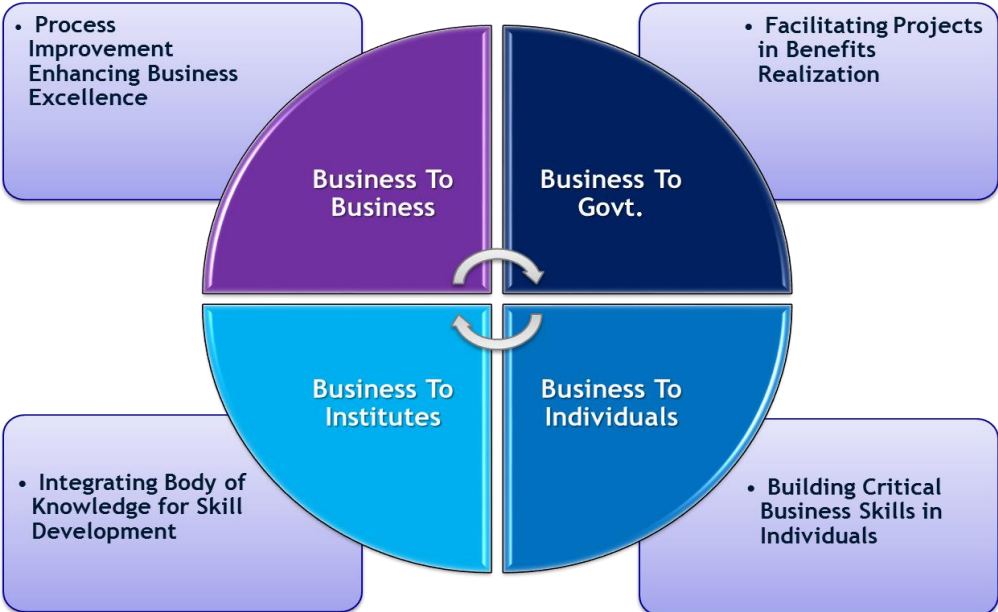
**Excelledia Quality Consulting** is a leading business process improvement and management consulting firm, helping organizations to be significantly more effective, efficient and financially profitable. We provide best practice business optimization solutions that address processes, technology & organizational improvements.

Excelledia facilitates enhanced competitiveness through multi-faceted interventions leading to Business Improvement through consulting, people, process and operational assessments, benchmarking and resource provisioning through Quality Outsourcing.

**We are specialized in the following areas:**



**Excelledia’s Market Segments:**



### Training Services:

Excelledia Consultancy Project programmes focus on Business Optimizations principles. Our Consultancy Project programs are organized in public or in-house sessions and mainly focus on knowledge and skills to equip your team to get rid of non-value added work, avoid unnecessary costs, streamline processes, increase customer satisfaction, and establish a culture of business excellence.

Excelledia provides a range of specialized, targeted Consultancy Project courses that focus on growing peoples' competencies, which will equip the trainees / delegates with the necessary tools to successfully assess a company's systems and processes and improve the effectiveness and efficiency. Some of these trainings are in the areas of:

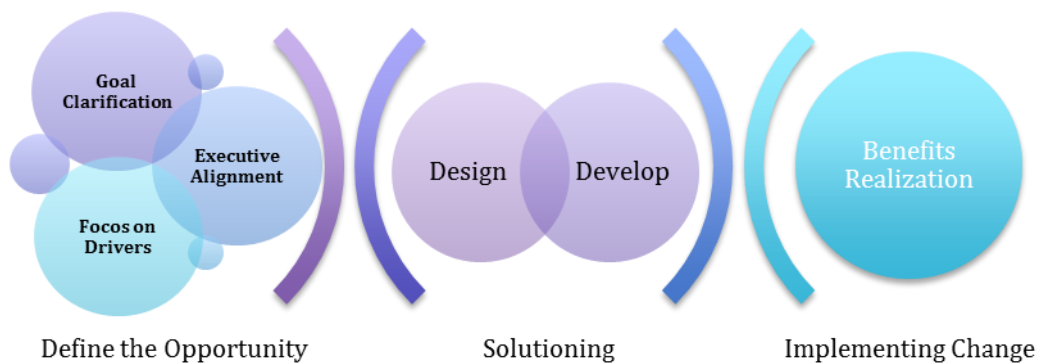
1. Lean Six Sigma – Green Belt & Black Belt
2. ISO Management Systems – Lead Auditor & Internal Auditor Programmes
3. Business Strategy & Leadership
4. Sales Skills & Soft Skills (ILM & CIPS Accredited)
5. Project Management
6. HSE Programmes

### Consulting Services:

Excelledia works with organizations across various industries, for enterprise-wide deployment of process improvement and quality initiatives using various models like ISO Management System, Lean Six Sigma, Project Management from PMI, Risk Management etc. Excelledia has designed its offerings, to help organizations align their strategic objectives with day-to-day business and operational goals. Our services aid companies to reduce cycle time, increase productivity and improve quality of service delivery and processes.

Excelledia's consulting expertise includes:

1. ISO Certification Consulting
2. Lean Six Sigma Deployment
3. Balanced Scorecard Consulting
4. Risk Management & Business Continuity
5. Enterprise Performance Management System
6. Sustainability Consulting





**ISO 26000 LEAD AUDITOR**  
**MASTERING THE AUDIT OF A SOCIAL  
RESPONSIBILITY PROGRAM BASED ON ISO 26000**

## SUMMARY

This five-day intensive course enables the participants to develop the needed expertise to audit a Social Responsibility program based on ISO 26000 and to manage a team of auditors by applying widely recognized audit principles, procedures and techniques. During this training, the participant will acquire the necessary knowledge and skills to proficiently plan and perform internal and external audits in compliance with ISO 19011 and ISO 17021. Based on practical exercises, the participant will develop the skills (mastering audit techniques) and competencies (managing audit teams and audit program, communicating with customers, conflict resolution) necessary to conduct an audit efficiently. This Consultancy Project is fully compatible with SA8000 (Global social accountability standard by the Social Accountability International).

## WHO SHOULD ATTEND?



Responsibility program audit process

- Internal auditors
- Auditors wanting to perform and lead Social Responsibility program audits
- Project managers or consultants wanting to master Social Responsibility program audit process
- Individuals responsible for the Social Responsibility or conformity in an organization
- Expert advisors in Social Responsibility

## LEARNING OBJECTIVES

- To acquire the expertise to perform an ISO 26000 internal audit following ISO 19011 guidelines
- To acquire the expertise necessary to manage a Social Responsibility audit team
- To understand the operation of a Social Responsibility program in accordance with ISO 26000
- To understand the relationship between a Social Responsibility program with the requirements of different stakeholders of the organization
- To improve the ability to analyze the internal and external environment of Social Responsibility of an organization in accordance with ISO 26000





## COURSE AGENDA

DURATION: 5 DAYS

### Day 1: Introduction to corporate Social Responsibility concepts as defined by ISO 26000

- Normative, regulatory and legal framework related to Social Responsibility of organizations
- Fundamental principles of Social Responsibility of organizations
- Presentation of ISO 26000 clauses and the six core subjects
- Social Responsibility program
- Detailed presentation of ISO 26000 clause-by-clause

### Day 2: Planning and initiating a Social Responsibility audit based on ISO 26000

- Fundamental audit concepts and principles
- Audit approach based on evidence and on risk
- Preparation of a Social Responsibility audit
- Documenting of a Social Responsibility audit
- Conducting an opening meeting

### Day 3: Conducting a Social Responsibility audit based on ISO 26000

- Communication during the audit
- Audit procedures: observation, document review, interview, sampling techniques, technical verification, corroboration and evaluation
- Drafting test plans
- Formulation of audit findings and documenting nonconformities

### Day 4: Concluding and ensuring the follow-up of a Social Responsibility audit based on ISO 26000

- Audit documentation
- Conducting a closing meeting and conclusion of an ISO 26000 audit
- Evaluation of corrective action plans
- ISO 26000 audit management program

### Day 5: ANSI Accredited Certification Exam



## EXAMINATION

The “PECB Certified ISO 26000 Lead Auditor” exam fully meets the requirements of the PECB Examination and Certification Program (ECP). The exam covers the following competence domains:

➤ **Domain 1: Fundamental principles and concepts in Social Responsibility**

Main Objective: To ensure that the ISO 26000 Lead Auditor candidate can understand, interpret and illustrate the main Social Responsibility concepts related to a Social Responsibility (SR)

➤ **Domain 2: Social Responsibility (SR)**

Main Objective: To ensure that the ISO 26000 Lead Auditor candidate can understand, interpret and illustrate the main concepts and components of a Social Responsibility based on ISO 26000

➤ **Domain 3: Fundamental Audit Concepts and Principles**

Main Objective: To ensure that the ISO 26000 Lead Auditor candidate can understand, interpret and apply the main concepts and principles related to an SR audit in the context of ISO 26000

➤ **Domain 4: Preparation of an ISO 26000 audit**

Main Objective: To ensure that the ISO 26000 Lead Auditor candidate can prepare appropriately an SR audit in the context of ISO 26000

➤ **Domain 5: Conduct of an ISO 26000 audit**

Main Objective: To ensure that the ISO 26000 Lead Auditor candidate can conduct efficiently an SR audit in the context of ISO 26000

➤ **Domain 6: Conclusion and follow-up of an ISO 26000 audit**

Main Objective: To ensure that the ISO 26000 Lead Auditor candidate can conclude an SR audit and conduct follow-up activities

➤ **Domain 7: Management of an ISO 26000 audit program**

Main Objective: To ensure that the ISO 26000 Lead Auditor understands how to establish and manage an SR audit program

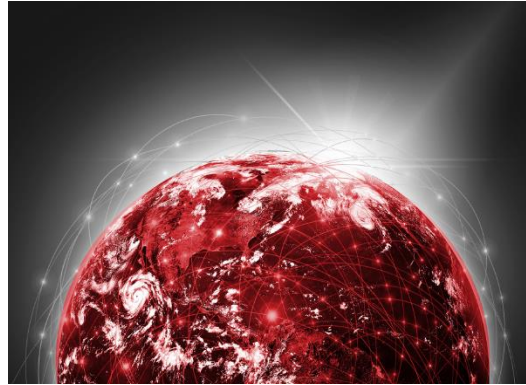
The “Certified ISO 55001 Lead Auditor” exam is available in different languages (the complete list of languages can be found in the examination application form) **Duration: 3 hours**





## CERTIFICATION

After successfully completing the exam, participants can apply for the credentials of PECB Certified ISO/IEC 26000 Provisional Auditor, PECB Certified ISO/IEC 26000 Auditor or PECB Certified ISO/IEC 26000 Lead Auditor depending on their level of experience. Those credentials are available for internal and external auditors



A certificate will be issued to participants who successfully pass the exam and comply with all the other requirements related to the selected credential:

Credential	Exam	Professional Experience	SRMS Audit Experience	SRMS Project Experience	Other Requirements
<b>PECB ISO 26000 Provisional Auditor</b>	PECB ISO 26000 Lead Auditor Exam	None	None	None	Signing the PECB code of ethics
<b>PECB ISO 26000 Auditor</b>	PECB ISO 26000 Lead Auditor Exam	<b>Two years</b> One year of Social Responsibility work experience	Audit activities totaling 200 hours	None	Signing the PECB code of ethics
<b>PECB ISO 26000 Lead Auditor</b>	PECB ISO 26000 Lead Auditor Exam	<b>Five years</b> Two years of Social Responsibility work experience	Audit activities totaling 300 hours	None	Signing the PECB code of ethics

## GENERAL INFORMATION

Certification fees are included in the price

A student manual containing over 450 pages of information and practical examples will be distributed to participants

A participation certificate of 31 CPD (Continuing Professional Development) credits will be issued to participants

In case of failure of the exam, participants are allowed to retake the exam for free under certain conditions



## EDUCATIONAL APPROACH

- This Consultancy Project is based on both theory and practice:
- Sessions of lectures illustrated with examples based on real cases
- Practical exercises based on a full case study including role playing and oral presentations
- Review exercises to assist the exam preparation
- Practice test similar to the certification exam

## WHY EXCELLEDIA?

				
<b>Leading provider of Consultancy Project solutions in the UAE</b>	<b>Interactive &amp; inspiring sessions</b>	<b>Regional expertise - trained 4,500+ professionals Across GCC</b>	<b>Case studies and discussions</b>	<b>Highly Qualified trainers with international Exposure</b>

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