

AQS 115 -- Exam #2 Review

This study guide is meant to guide you when in studying for the exam. I hope you find it helpful. It is not a contract of what content will or won't be on the exam. The questions on the exam will be from the topics below.

ISO 9001:2015

Clause 8.0

- 8.1 Operational planning and control
- 8.2 Requirements for Products & Services *[contract review]*
- 8.3 Design and development of products/services *[product development, R&D]*
- 8.4 Control of externally provided processes, products/services *[suppliers, contractors, consultants]*
- 8.5 Production and service provision *[manufacturing]*
- 8.6 Release of Products/Services
- 8.7 Control of nonconforming outputs

Clause 9.0 Performance Evaluation

- 9.1 Monitoring, measurement, analysis and evaluation *[customer satisfaction, product/process data]*
- 9.2 Internal Audit
- 9.3 Management Review

Clause 10.0 Improvement

- 10.1 General
- 10.2 Nonconformity and Corrective Action
- 10.3 Improvement

Auditing Introduction

Audit Types and Audit participants.

Arter Text, Chapters 1 & 2

ISO 19011:2011 Auditing guidelines Clauses 1, 2, 3, 4; 5.1, 5.4.1, 5.4.2, 5.4.4, 5.4.5

Slide deck and Handouts