

# Certified ISO 18404:2015 Lead Auditor



GSDC's ISO 18404 certification is designed for professionals who want to demonstrate their expertise in the ISO 18404:2015 Lead Auditor standard.

# Certified ISO 18404:2015 Lead Auditor

## ABOUT CERTIFICATION

This certification validates an individual's ability to plan, conduct, report, and follow up on an ISO 18404 audit.

To become a Certified ISO 18404 Lead Auditor, candidates must pass the GSDC ISO 18404 Lead Auditor Certificate exam, which is a rigorous assessment of their knowledge and skills in the field of ISO 18404 auditing. The exam tests candidates on their understanding of the ISO 18404 standard, as well as their ability to apply it in real-world situations.

By earning an ISO 18404 Lead Auditor Certification from GSDC, professionals can demonstrate their commitment to quality and excellence in auditing, and differentiate themselves in a competitive job market. Certified ISO 18404 Lead Auditor certification is highly valued by organizations that are seeking to ensure compliance with ISO 18404 standards, and it is recognized worldwide as a mark of excellence in the field of auditing.

## OBJECTIVES

After the completion of your ISO 18404 lead auditor certification exam you will be able to:

1. Understand the ISO 18404 standard.
2. Develop audit planning and conducting skills.
3. Understand the principles of auditing.
4. Ensure compliance with ISO 18404 requirements.
5. Provide guidance and advice to organizations.
6. Demonstrate competence in auditing process management systems

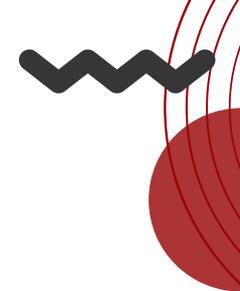
## Our Accreditation:



The Global Skill Development Council (GSDC) is the leading third-party, Vendor neutral, international credentialing and certification organization. The Global Skill Development Council (GSDC) is proud to be ANSI Accredited Member. The American National Standards Institute (ANSI) is a private, non-profit organization that administers and coordinates the U.S. voluntary standards and conformity assessment system.

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# COURSE SYLLABUS

## 1. Introduction:

- Principles of Lean Methodology
- Principles of Six Sigma methodology
- Voice of the Customer (VoC)
- SIPOC diagram overview
- Value and Value Stream Mapping
- Identification of process waste
- Flow and Pull concepts
- Root Cause Analysis techniques

## 2. Six Sigma and Lean methodologies:

- Lean principles and quality approach
- Lean strategy and metric development
- Lean thinking deployment
- DMAIC methodology overview
- Introduction to Six Sigma Statistics
- Measurement System Analysis for Six Sigma
- Statistical Process Control (SPC) introduction

## 3. Tools:

- Minitab introduction
- Pareto Charts and the 80/20 rule
- Kano Analysis for customer satisfaction
- Pugh and other X-Y Matrices for decision-making
- Six Sigma Statistics for data analysis
- Measurement System Analysis for reliability Assessment

## 4. Capability assessment:

- Process Capability as a performance measure
- Process Mapping for process understanding and improvement
- Sampling as a representative data selection technique
- Inferential Statistics for drawing population conclusions from sample data
- Correlation and Regression Analysis for variable relationships
- Hypothesis Testing Introduction
- Design of Experiments for studying process factors
- Cause and Effect Analysis for identifying root causes

## 5. Six Sigma:

- Role of Six Sigma Professional in quality improvement initiatives
- Advanced DMAIC methodology for process improvement

- Risk analysis for auditors
  - Change management strategies for successful implementation
  - Hypothesis testing techniques for non-normal data
  - Advanced Regression Analysis for complex data
  - Quality control and Control Plan development
  - Standardization for consistent processes
  - Statistical Process Control for process performance monitoring
  - Sustaining Change is a key challenge in improvement efforts.
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# GSDC Technical Advisory Board :



The GSDC is the leading certification association which brings together innovative organizations and founding thought-leaders as Technical Advisors from over 40 countries to design curriculum on Blockchain, Devops, Six Sigma & Agile Certifications.

## Our Future Information

### Target Audience

- Senior Management (especially if the company intends to implement Lean Six Sigma)
- Team Leaders
- ITSM Process Manager
- Software Professionals
- Project Managers
- Quality Assurance Engineers
- Software Quality Assurance Team Members
- Management Students

### Pre-requisites

There are no mandatory pre-requisites for ISO 18404:2015 but below are a few recommendations.

- Recommended to have training on ISO 18404:2015 through a qualified training institution.
- Recommended to have work experience in quality and security.

Find out more online at  
[www.gsdccouncil.org](http://www.gsdccouncil.org)

