



When Quality Matters



CCQM CERTIFIED ISO/IEC 20000 LEAD AUDITOR

**MASTERING THE AUDIT OF A SERVICE MANAGEMENT SYSTEM (SMS) BASED ON ISO/IEC 20000,
IN COMPLIANCE WITH THE REQUIREMENTS OF ISO 19011 AND ISO/IEC 17021**

SUMMARY

This five-day intensive course enables the participants to develop the necessary expertise to audit a Service Management System (SMS) based on ISO/IEC 20000 and to manage a team of auditors by applying widely recognized audit principles, procedures and techniques.

COURSE AGENDA

Day 1	Introduction to Service Management System (SMS) concepts as required by ISO/IEC 20000
Day 2	Planning and initiating an ISO/IEC 20000 audit
Day 3	Conducting an ISO/IEC 20000 audit
Day 4	Concluding and ensuring the follow-up of an ISO/IEC 20000 audit
Day 5	Certification Exam PECB Certified ISO/IEC 20000 Lead Auditor exam is available in different languages. The candidates who do not pass the exam will be able to retake it for free within 12 months from the initial exam date.

After successfully completing the exam, participants can apply for the credentials of CCQM Certified ISO/IEC 20000 Lead Auditor.

GENERAL INFORMATION

- ▶ Certification fees are included in the exam price
- ▶ Participant manual contains more than 450 pages of information and practical examples
- ▶ A participation certificate of 31 CPD (Continuing Professional Development) credits will be issued to the participants

For additional information, please contact us at info@ccqm.ch or visit www.ccqm.ch