

INTERNAL AUDITOR TRAINING (ISO9001:2000)

Key focus

1. Understand the 8 principles of Quality Management and ISO9001:2000 for internal quality audit purposes
2. Understand the role and responsibility of internal quality auditors
3. Plan and conduct an internal quality audit to the requirements of ISO9001:2000
4. Report the internal quality audit, including writing valid, factual non-conformity reports
5. Undertake internal quality audit follow-up activities, including evaluating the adequacy of corrective actions

Who will benefit

This course is suitable for Quality Department Personnel, Quality Management Representatives, Managers who wish to better equip themselves to understand the internal audit process and Personnel involved in performing Internal Quality Audits

Take The Next Step

Day one

1. Quality Management Principles

- ▶ The 8 principles of Customer Focus, Leadership, Involvement of People, Process Approach, System Approach, Continual Improvement, Factual Decision Making and Mutually Beneficial Supplier Relationship

0900-1030

Morning tea break

1030-1045

2. Audit interpretation of ISO9001:2000

- ▶ Interpret the requirements of ISO9001: 2000 from an internal auditor point of view
- ▶ Understand the concepts of the process approach, customer satisfaction and continual improvement

1045-1300

3. Introduction to QMS audits

- ▶ Definition and types of Audits
- ▶ Principles of Auditing

Lunch

1300-1400

- ▶ Responsibilities of Auditors
- ▶ Managing Audit Programmes

1400-1530

Afternoon tea break

1530-1545

4. Audit Planning and Preparation

- ▶ To be able to effectively plan and prepare for an internal audit.
- ▶ Workshop on Audit Checklists

1545-1700

Take The Next Step

Day two

5. Performing the Audit

- ▶ Opening Meeting
- ▶ Understand in detail the process of performing an audit (audit investigation)

0900-1030

Morning tea break

1030-1045

- ▶ Live audit exercise using the organisation's own quality management system (for In-house courses)

1045-1300

6. Observations, Non-conformities and Audit Reporting

- ▶ Understand the relationship between observations and non-conformities
- ▶ How to prepare effective Non-conformity Statements and Audit Reports
- ▶ Workshop on writing clear and concise Non-conformity Statements

Lunch

1300-1400

7. Closing Meeting

- ▶ Understand the basic purpose and correct approach of the audit closing meeting

1400-1530

Afternoon tea break

1530-1545

8. Corrective Action, follow-up and continual improvement

- ▶ Understand the handling of responses to the non-conformities raised

1545-1700

Take The Next Step