

Charis Management Training

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ISO 9001:2015 Internal Auditor Course (Quality Management Systems)

Overview

The ISO 9001:2015 Internal Auditor Training Course provides the delegates with the requisite skills to audit live Quality Management Systems.

Aim of the Course

The aim of this course is to provide students with the knowledge and skills required to perform an internal audit of part of a quality management system based on ISO 9001 (or equivalent), and report on the effective implementation and maintenance of the management system in accordance with ISO 19011.

Note: this document references ISO 9001 as the management system standard that provides the context for the internal audit.

However, this course does not address ISO 9001 in detail and does not aim to equip students with the knowledge and skills to determine conformity, or otherwise, with ISO 9001. Students requiring the knowledge and skills to conduct entire quality management system audits against ISO 9001 should attend a QMS Auditor/Lead Auditor Training course.

Objectives of Course

Delegates will, at the end of the course be able to

- With reference to the PDCA cycle, explain the process-based quality management system model for ISO 9001 and the role of an internal audit in the maintenance and improvement of quality management systems (see 3.1)
- Explain the role and responsibilities of an auditor to plan, conduct, report and follow-up an internal quality management system audit, in accordance with ISO 19011

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- Plan, conduct, report and follow-up an internal audit of part of a quality management system based on ISO 9001, and in accordance with ISO 19011.

Course Duration

2 Full Day- 9am- 5pm daily

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Assessment

There is NO formal written examination on this course. However to be successful on the course delegates must

- Complete/attend all elements of the course.
- Pass the continuous assessment (focused on the three learning objectives).

Prerequisite Courses

Prior knowledge of Management Systems, Quality Management and ISO 9001 is required

Detailed Course Outcomes

Delegates will as a minimum, come out of the course able to do the following

- Outline the process for performing an audit, from its initiation through to conducting the audit follow-up
- Understand the purpose and significance of the audit objectives, scope and criteria
- Understand audit preparation activities including preparing the audit plan, assigning work to the audit team and preparing work documents
- Outline the process for conducting audit activities, from conducting the opening meeting through to preparing audit conclusions and closing the audit

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- Understand the evidence-based approach to audit and outline the process for collecting and verifying information, including different sources of information and use of sampling methods
- Explain how audit findings are determined by evaluating audit evidence against the audit criteria
- Outline different audit methods, including on-site and remote audits, and audit activities requiring human interaction or no human interaction
- Explain the purpose and typical content of an internal audit report, including recording nonconformity
- Understand Explain the corrective action process and audit follow-up activities
- Explain the role and responsibilities of the auditor at each stage of the audit process
- Understand the need for effective communication with the auditee throughout the audit process
- Explain the principle of auditor confidentiality.
- Establish that the scope, objectives, criteria, duration and resources for an audit are appropriate
- Prepare an on-site audit plan that is appropriate
- Prepare the necessary work documents, such as an audit checklist, sampling plan and forms.
- Demonstrate the ability to conduct opening meetings effectively
- Demonstrate the ability to build a rapport with the auditee during the audit, including sensitivity to the needs and expectations of the auditee
- Demonstrate the ability to manage audit interviews effectively, including the ability to formulate effective audit questions
- Demonstrate the ability to implement the audit plan, to use work documents and to follow audit trails
- Demonstrate the ability to collect and verify audit evidence by means of appropriate sampling
- Evaluate audit evidence and generate audit findings appropriate to the audit objectives, scope and criteria
- Give feedback to the auditee on the audit findings and resolve any issues arising
- Prepare and present the audit report, including reporting conformity and nonconformity.

- Conduct audit follow-up activities, including gathering audit evidence to verify the completion and effectiveness of actions taken.