



America

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ISO 9001:2015 Internal Auditor Training

Course introduction

The success of an organization, the implementation of its products and services in the market, efficient internal procedures and a healthy economic status depends essentially on how quality can be consistently ensured, maintained and improved. Effective audits assist an organization to effectively implement its Quality Management System.

This course will be conducted by our experienced auditors, who have audited numerous organizations from diverse industries. This course is structured to provide an understanding of ISO 9001 requirements, knowledge and skills required to assess the Quality Management System of an organization blended with case studies, role plays and exercises.

Internal auditing of a Quality Management System is a process that assesses the system and thus has become a great tool for improvement. In the modern world, trained manpower for

internal auditing of a Quality Management System has become crucial and extremely important and this will be a great opportunity for you to be trained by our experienced auditors.

The caliber of an auditor is crucial to the effectiveness of any company's audit team and, ultimately, to the success of the organization's management system. This course will help the participants to understand the role of an auditor and equip them with the knowledge and expertise to perform effective internal audits.

Course objective

- To interpret the ISO 9001:2015 requirements (ten clauses) with regards to auditing perspective and understand the key changes in the international standard.
- To understand the concept of Risk Based Thinking and Auditing Principles.
- To understand the roles and responsibilities of an internal auditor and learning to plan, conduct and report the audit in accordance with ISO 19011:2011.

Course contents

1. Quality Concepts & Process Approach

- Quality Management principles, quality concepts and process approach
- Background and ascendance of ISO 9000 series of standards
- Quality Management System requirements based on ISO 9001:2015

2. Changes

- High-level structure
- Key differences between ISO 9001:2008 and ISO 9001:2015
- Documentation requirements
- Transition guidelines

3. Auditing concepts and principles

4. Roles and responsibility of Auditors

5. Planning an internal audit part 1

- Audit plan and Checklists

6. Planning an internal audit part 2

- Communication factors

7. Conducting an audit

- Opening meeting
- Collecting objective/audit evidence
- Effective interviewing techniques
- Identifying and recording nonconformities

8. Reporting audit results

- Conducting the closing meeting
- Preparing and distributing the audit report

9. Corrective actions and follow-ups

- Corrective and preventive actions
- Follow up scheduling
- Monitoring corrective actions

10. Examination

Note: Classroom exercises, case studies, role plays and assignments will be spread across all days. Attendance on all days is compulsory for certification. Defaulters will be disqualified.

Evaluation and certification

Participants will be assessed through 60-question written examination (open book) at the end of the course. Minimum passing % criteria: 60%. Successful candidates will be issued a TÜV SÜD America internal auditor certificate. Unsuccessful candidates will be issued a certificate of attendance.

Target group

Quality Managers, Executives, Consultants and Quality professionals having a role to play in the overall assessment of the Quality Management System.

Contact us

For questions or to schedule a training, please contact Tiffany Long at tlong@tuvam.com or 858-678-1442.