



QMS Internal Auditor Course ISO 9001 Quality Management System

Course Objectives:

“What gets measured gets done”- this has been quoted by great leaders in the past. No management system can achieve its potential unless it is constantly measured and monitored, and this can be achieved effectively by conducting Audits. ISO 9001 mandates that Internal Audits shall be conducted at planned intervals and your organization needs to remain consistently compliant with the exacting requirements of ISO 9001 and enable organizations to continually improve their QMS processes.

This 2 days Internal Auditor course is based on the ISO 19011:2011 standard and will equip delegates with the knowledge, skills and attributes to competently audit your quality management system as required by ISO 9001:2008. The workshops, presentations and role-play activities will instill a high confidence among the Auditors. By successfully completing our ISO 9001 Internal Auditor training course, you can gain the competency to identify gaps that may challenge the effectiveness of your quality management system. This will enable to build trust among your colleagues and customers by delivering a robust and effective quality management system that is ISO 9001 compliant.

Who should attend?

- This workshop is designed for people who have had no formal training in carrying out ISO 9001 internal audits or for people who want to refresh their skills and get up to date with ISO 9001:2008 requirements.
- Staff responsible for planning, managing and conducting internal audits
- Those who want to monitor quality management system performance

What will I learn?

- Introduction to quality management concepts
- ISO 9000 family of standards
- ISO 9001:2008 quality management system requirements
- Process approach and auditing ISO 9001:2008
- Introduction to auditing and ISO 19011:2002
- Phases of auditing
- Checklist Preparation
- Audit planning
- Audit Execution / Questioning Techniques
- Audit Reporting
- Audit Follow-up
- Gain a comprehensive overview of the ISO 9001:2008 requirements from auditing point of view
- Learn how to set objectives for, plan and perform a quality standards audit
- Focus on the process approach while conducting audits
- Understand the implications of employee behavior on quality management audits
- Gain the ability to confidently report nonconformance findings that enable to take corrective action.
- Verifying corrective action
- Written Examination

On successful completion, delegates will receive an internal audit certificate which demonstrates the necessary level of audit competence to evaluate the established ISO 9001:2008 management systems.

Course Details:

- The course is of two (2) days duration of 8 hours on each day and is presented by experienced tutors
- Course delivery is through lectures, delegate interaction, open discussion and workshops
- Public course includes daytime refreshments, buffet lunch, course notes & training certificate
- Special arrangements can be made for delivery at your organizations own premises

Language: English