

ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 Integrated Management Systems Internal Auditor Training Course



COURSE OVERVIEW

The objective of this course is to provide learners with the knowledge and skills required to perform internal audits of management systems based on the requirements of ISO 9001:2015 Quality Management System, ISO 14001:2015 Environmental Management System and ISO 45001:2018 Occupational Health and Safety Management System, and report on the effective implementation and maintenance of the management system in accordance with ISO 19011.

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| DURATION: 3 Days | DELIVERY: Virtual Instructor Led Training (VILT) |
| ACCREDITATION: SGS | LANGUAGE: English |

COURSE CERTIFICATION

On completion of this course:



- Learners who have been in attendance for the full duration of the course will be issued with a "Certificate of Attendance".

LEARNING OBJECTIVES

Upon completion of this course, learners will be able to:

- Understand the principles and mechanisms for the integration of quality, environmental and occupational health and safety management systems.
- Appreciate the importance of legislative and regulatory requirements for the business in structuring an integrated approach.
- Prepare, implement, report an internal audit of an Integrated Management System (9001:2015, 14001:2015 and 45001:2018).
- Contribute to the development, improvement and integration of their organisation's management system.

Learners will need to demonstrate acceptable performance in these areas to complete the course successfully.

PRIOR KNOWLEDGE

Before starting this course, it is recommended that learners have prior knowledge of:

- Management Systems:
 - Plan, Do, Check, Act (PDCA) cycle
 - The core elements of a management system and the interrelationship between the context of the organisation, leadership, planning, support, operation, performance evaluation and improvement.
- Quality, Environmental and OH&S management:
 - The purpose, fundamental concepts, structure, management principles and the benefits with reference to the abovementioned disciplines.
- ISO 9001, 14001 and 45001
 - An understanding of the requirements of ISO 9001, 14001 and 45001 and the commonly used management system terms and definitions, as given in these standards.

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AUDIENCE

This course is suitable for Personnel who are involved in organizing and conducting ISO 9001:2015 and ISO 14001:2015 & ISO 45001:2018 internal audits; Quality / Environmental / OH&S / Sustainability / CSR / Compliance Managers, Executives and Supervisors who are implementing and maintaining the IMS and to know more about the internal IMS audit against ISO 9001:2015 and ISO 14001:2015 & ISO 45001:2018 standards.



COURSE CONTENT

PROCESS-BASED QMS

- Understand the business benefits of improving the effectiveness of a QMS
- With reference to ISO 9001:2015 (or equivalent):
 - Outline the model of a process-based QMS and the structure and content of ISO 9001:2015, referring to the PDCA cycle as appropriate
 - Describe (in outline) the relationship between leadership, planning, support, operation, performance evaluation and improvement and the significance of these for QMS auditors
 - Describe typical operational processes and the controls that may be applied to these processes in order to enhance customer satisfaction and meet statutory and regulatory requirements, and the significance of these for QMS auditors
 - Define the terms and definitions used in auditing, referencing ISO 19011 and ISO 9001:2015
 - Explain the typical structure of a process-based QMS
 - Understand how audits can be used as a tool for the maintenance and improvement of management systems

AUDITING FOR CONTINUAL IMPROVEMENT

- Explain the relationship between management processes, continual improvement and the implications for auditors
- Define the typical objectives for internal QMS audits, including determination of conformance, evaluation of capability, evaluation of effectiveness and identification of potential improvement, and suggest how these different types of audit can contribute to the maintenance and improvement of QMS
- Understand how audits can be used as a tool for the maintenance and improvement of management systems

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IMPROVE CUSTOMER SATISFACTION
AND RAISE QUALITY AWARENESS



COURSE CONTENT

INTRODUCTION TO EMS AUDITS

- Explain the purpose of environmental management system and the benefits of improving environmental performance
- State the purpose and benefits of a certificated EMS
- Be aware of the ISO 14000 series of Standards
- Discuss the context of an organisation
- Discuss the responsibility within and benefits of an EMS

ISO 14001: INTERPRETATION FOR THE AUDIT

- Explain the principles, processes and techniques used to assess environmental aspects and impacts
- Explain the management of significant aspects and impacts
- Explain the life cycle perspective
- Discuss legal compliance obligations

INTRODUCTION TO OCCUPATIONAL HEALTH & SAFETY MANAGEMENT SYSTEMS (OH&S MS)

- Describe the purpose and benefits of an OH&S management system
- Describe the purpose of OH&S standards
- Explain the benefits of third-party certification of an OHS for organisations and stakeholders
- Be aware of the development and application of ISO 45001:2018
- Be aware of the concepts that underpin and OHS
- Explain the PDCA model for continual improvement

RISK ASSESSMENT TOOLS AND TECHNIQUES

- Understand the risk assessment and risk management process
- Identify hazards and assess the risks
- Apply risk control measures

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COURSE CONTENT

AUDIT DEFINITION AND PRINCIPLES

- Understand the terms, definition and purpose of audits
- Understand and apply the audit principles
- Outline the requirements for internal audit, as described in ISO 9001, 14001 and 45001, Clause 9.2
- Define an internal MS audit, including the terms and definitions used in auditing, referencing ISO 19011 and ISO 9001, 14001 and 45001 as appropriate
- Explain the role and responsibilities of an auditor to plan, conduct, report and follow up an internal MS audit, in accordance with ISO 19011
- Outline the process for performing an audit, from its initiation through to conducting audit follow-up
- Explain the purpose and significance of the audit objectives, scope and criteria
- Describe the role and responsibilities of the auditor at each stage of the audit process
- Explain the principle of confidentiality

PLANNING AND PREPARING FOR THE AUDIT

- Understand the audit process
- Establish the purpose and objectives of the audit and define the audit scope
- Explain the significance of audit criteria
- Understand the applicability of remote auditing
- Differentiate between interactive and non-interactive audits
- Explain the need for pre-audit contact with the auditee
- Identify the documents to be reviewed and information to be obtained from the audit
- Produce an outline plan for the audit
- Produce a checklist for the audit

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COURSE CONTENT

CONDUCTING THE AUDIT

- Be aware of the methods of obtaining information during the audit
- Describe the purpose of the opening meeting
- Describe the benefits and limitation of sampling
- Understand how to conduct and control audits
- Appreciate the various techniques for questioning auditees

AUDIT REPORTING AND FOLLOW UP

- Describe the purpose, structure, content and attendees typically at audit review meetings
- Understand the processes of identifying and drafting finding statements
- Explain the methods for identifying nonconformities
- Describe the purpose and typical content of Corrective Action Requests (CARs)
- Describe the use of “opportunities for improvement”
- Describe the purpose of closing meetings

- Describe the preparation of audit reports
- Explain the roles and responsibilities for taking and verifying corrective action
- Explain the steps necessary to address corrective actions
- Identify the types of evidence that may be required to demonstrate effective implementation of corrective action
- Understand the role of the management review
- Appreciate the steps necessary to follow-up and close out corrective actions

AUDITOR COMPETENCE AND CERTIFICATION

- Understand the personal attributes of auditors
- Understand the competence needs of auditors

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