ISO 9001:2015 Quality Management Systems Internal Auditor Training Course

SGS

COURSE OVERVIEW

The objective of this course is to provide learners with the knowledge and skills required to perform an internal audit of part of a QMS based on ISO 9001:2015, report on the effective implementation and maintenance of the management system in accordance with ISO 19011 and to contribute to the continual improvement of the management system.

DURATION:	2 days	DELIVERY:	Virtual Instructor Led Training (VILT)
ACCREDITATION:	SGS	LANGUAGE:	English

AUDIENCE

This course is designed for anyone who wants to learn about ISO 9001:2015 standard or how it can be used to improve the quality of products or services within their organisation.

LEARNING OBJECTIVES

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

- With reference to the Plan-Do-Check-Act cycle, explain the process-based QMS model for ISO 9001:2015, and the role of internal audit in the maintenance and improvement of QMS;

- Explain the role and responsibilities of an auditor to plan, conduct, report and follow up an internal QMS audit in accordance with ISO 19011 and ISO / IEC 17021-1 where appropriate;

- Plan, conduct, report and follow up an internal audit of part of a QMS based on ISO 9001:2015, and in accordance with ISO / IEC 17021-1 where appropriate.

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

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".

PRIOR KNOWLEDGE

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

- Management systems and understand the Plan-Do-Check-Act (PDCA) cycle.

- The concepts of quality management and the relationship between quality management and customer satisfaction.

- Commonly used quality management terms and definitions, as given in ISO 9000.

- The requirements of ISO 9001:2015.

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> IMPROVE CUSTOMER SATISFACTION
> AND RAISE QUALITY AWARENESS
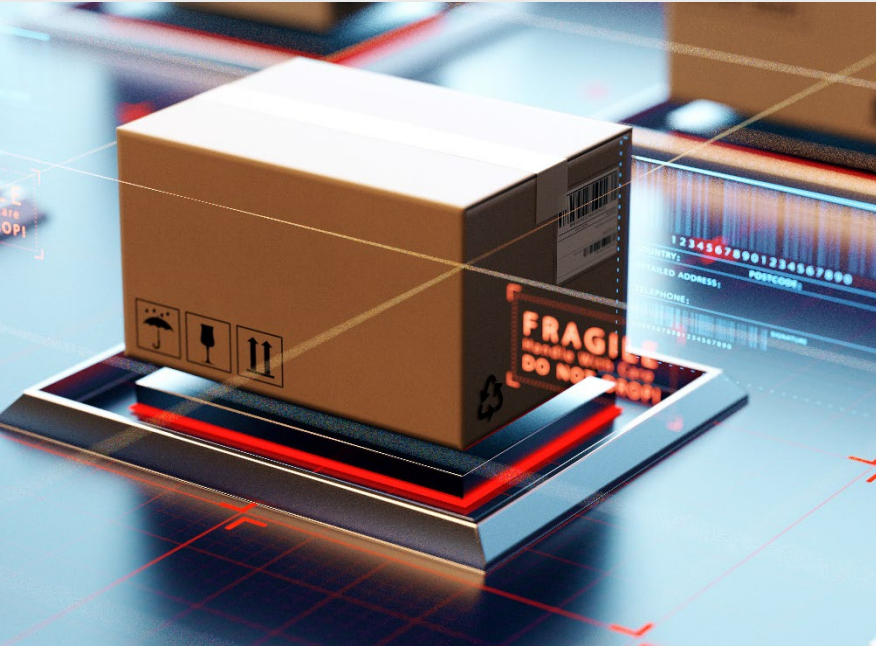
COURSE CONTENT

PROCESS-BASED QMS

- Business benefits of improving the effectiveness of a QMS.

- 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

- Explain how audits can be used as a tool for the maintenance and improvement of management systems

AUDITING FOR CONTINUAL IMPROVEMENT

- 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

- Review how audits can be used as a tool for the maintenance and improvement of management systems

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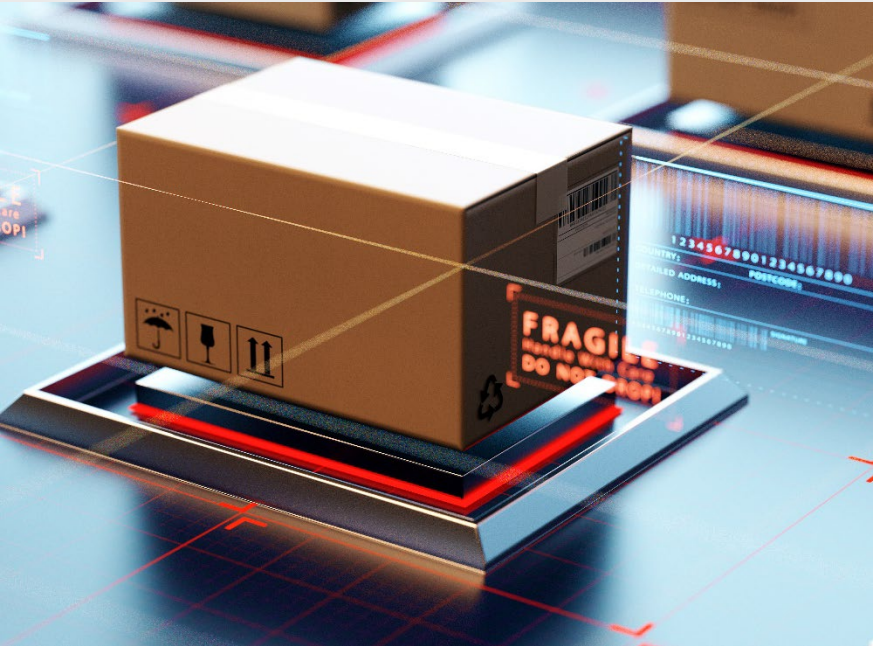
COURSE CONTENT

AUDIT DEFINITIONS AND PRINCIPLES

- Terms, definition and purpose of audits
- Explain and apply the audit principles
- Outline the requirements for internal audit, as described in ISO 9001:2015 Clause 9.2
- Define an internal QMS audit, including the terms and definitions used in auditing, referencing ISO 19011 and ISO 9001:2015 as appropriate
- Role and responsibilities of an auditor to plan, conduct, report and follow up an internal QMS 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

- interpret 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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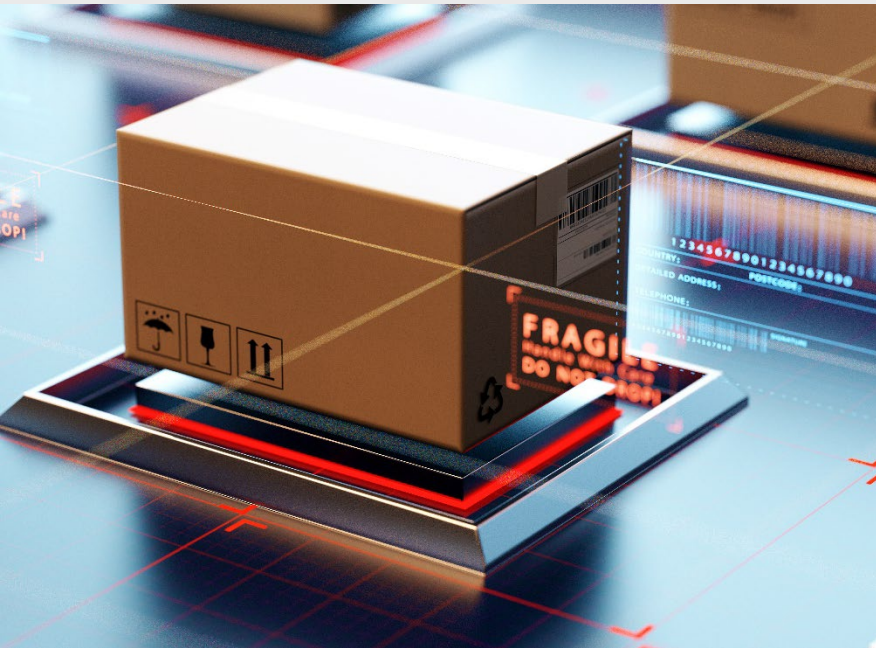
COURSE CONTENT

ON-SITE AUDIT ACTIVITIES

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

AUDITOR COMPETENCE AND CERTIFICATION

- Personal attributes of auditors
- Competence needs of auditors

AUDIT REPORTING AND FOLLOW UP

- Describe the purpose, structure, content and attendees typically at audit review meetings
- Explain 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
- Interpret the role of the management review
- Appreciate the steps necessary to follow-up and close out corrective actions