



ISO 9001:2015 QUALITY MANAGEMENT SYSTEMS INTERNAL AUDITOR TRAINING COURSE

COURSE CRITERIA

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.

PRIOR KNOWLEDGE

Before starting this course, learners are expected to have the following prior knowledge:

- Management systems:
 - understand the Plan-Do-Check-Act (PDCA) cycle
- Quality management:
 - a basic knowledge of the concepts of quality management and the relationship between quality management and customer satisfaction
 - interpret commonly used quality management terms and definitions, as given in ISO 9000.
- ISO 9001:2015:
 - knowledge of the requirements of ISO 9001:2015, which may be gained by completing an CQI / IRCA certified QMS Foundation Training Course or equivalent.

COURSE CONTENT

SESSION 1: PROCESS BASED QMS

- The need for and benefits of a QMS
- Structure of ISO 9001:2015
- Quality policy and objectives
- Documented information
- The process approach
- PDCA Cycle

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COURSE DURATION: 2 days
DELIVERY METHODOLOGY: Face to Face
COURSE LANGUAGE: English
ACCREDITATION: CQI/IRCA

COURSE DESCRIPTION

This course is certified by the Chartered Quality Institute (CQI) and International Register of Certificated Auditors (IRCA). CQI / IRCA Course Certification Number 17993-PR 236.

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 (or equivalent), 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.

Certified by:



SESSION 2: AUDITING FOR CONTINUAL IMPROVEMENT

- Continual improvement
- Difficult issues
- Performance evaluation
- Implications for auditors

SESSION 3: AUDIT: DEFINITION AND PRINCIPLES

- The definition of audit
- ISO 19011
- ISO 9001:2015: Clause 9.2
- Principles of auditing
- Role and responsibilities of auditors

SESSION 4: PLANNING AND PREPARING FOR THE AUDIT

- The audit process
- Planning the audit
- Preparing for the on-site audit
- Pre-audit contact with the auditee
- Document review
- Audit checklist

SESSION 5: ON-SITE ACTIVITIES

- Gathering information
- Opening meeting
- Conducting the audit
- Questioning techniques
- Controlling the audit

SESSION 6: AUDIT REPORTING AND FOLLOW-UP

- Audit review meeting
- Audit findings
- Corrective Actions Requests (CARs)
- Observations opportunity for improvement
- Presenting the findings
- Reporting on the audit
- Corrective action
- Follow-up and close out

SESSION 7: AUDITOR COMPETENCE AND CERTIFICATION

- Personal characteristics of auditor
- Competence of auditors
- Auditor certification scheme

COURSE CERTIFICATION

Learners who pass the continuous assessment will be issued with a "Certificate of Achievement" that satisfies the formal training for an individual seeking certification as an CQI / IRCA internal auditor. The "Certificate of Achievement" is valid for a period of five years from the date of the last day of the course for certifying as an internal auditor with the CQI / IRCA.

Learners who do not pass the continuous assessment and have been in attendance for the full duration of the course will be issued with a "Certificate of Attendance".

Learners who fail the continuous assessment, but who meet the attendance criteria will receive a "Certificate of Attendance".