



ISO 9001:2015 QUALITY MANAGEMENT SYSTEMS INTERNAL AUDITOR TRAINING COURSE

COURSE DESCRIPTION

Learn about the requirements of ISO 9001:2015 and develop the skills needed to conduct an internal audit in your organisation so that you can report on the effectiveness of the Quality Management System (QMS) implementation.

LEARNING OBJECTIVES

BY THE END OF THIS COURSE, YOU WILL BE ABLE TO:

- Follow a systematic approach to establish processes that will improve quality and give customers confidence in the products and services you provide
- Incorporate the Plan-Do-Check-Act (PDCA) model and risk-based thinking into the management system processes so that you can address risks and make the most of any opportunities
- Create a culture where employees are encouraged to take an active role in consistently providing products and services that meet customer, statutory and regulatory requirements
- Use the quality management principles to improve customer satisfaction and raise quality awareness
- Plan an internal audit of a quality management system against ISO 9001:2015 in accordance with ISO 19011:2018 and ISO/IEC 17021-1 as applicable

- Verify that the organisation is compliant with its own policies, procedures and associated documents by using the auditing principles and process
- Report on the management systems effectiveness by gathering objective evidence and evaluating the extent to which the quality management system is being managed and continually improved

PRIOR KNOWLEDGE

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

- The concepts of quality management and its relationship to customer satisfaction
- Commonly used terms and definitions as provided in ISO 9000 quality management guidance and principles

WHO SHOULD ATTEND

Anyone whose role requires them to have the knowledge and skills needed to conduct an internal audit within their organisation and report on the effectiveness of the quality management system against the requirements of ISO 9001:2015.

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COURSE DURATION: 120 minutes
DELIVERY METHODOLOGY: eLearning
COURSE LANGUAGE: English
ACCREDITATION: SGS

COURSE CERTIFICATION

The SGS certificate is available to download once you have achieved a pass mark of 80% or more in the final assessment to complete the course.

You have 12 months access to this bundle, effective from the date of purchase.

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COURSE OVERVIEW

This course consists of two separate eLearning modules:

1. ISO 9001:2015 - Introduction - 60 min
2. ISO 9001:2015- Internal Auditor- 60 min

COURSE CONTENT MODULE 1

- Introduction to quality management, background and relationship with other management system standards
- High level framework, clauses, process approach and risk-based thinking
- Process evaluation and improvement to control and reduce undesired effects from internal and external issues
- Planning for risk to ensure the management system will achieve its objectives
- Leadership commitment and responsibilities
- Support and what's needed for the management system to operate effectively
- Performance review and monitoring to identify any actions needed for the correction and continual improvement of the management system

COURSE CONTENT MODULE 2

- Audit types and the principles of auditing
- Roles, responsibilities and competencies
- Planning, scheduling and preparing audit documents and activities
- Conducting the audit (verifying audit evidence against the audit schedule)
- Audit review (CAR's and opportunities for improvement)
- Follow up and close out activities following the management review