

The Internal Auditor Do-It-Yourself Training Course (For ISO 9001 Quality Management systems only) Outline

Description: This course is for individuals who wish to qualify to internally audit management systems compliant with the requirements of ISO 9001 (2008). The course complies with the guidance of ISO 19011.

Pre-requisites: We recommend that each student have his/her own copy of ISO 9001. (This is not mandatory.)

Introduction

- The 4 reinforcement aspects
- Why we do internal audits
- Internal audit philosophy
- Who's who in internal auditing: "the players"
- Overview: the internal audit system and process
- The 5 key principles of effective internal audits

Unit 0: Requirements of the Standard

- Permitted exclusions
- Structure of the Standard

Unit 1: All About Processes

- What is a "process"?
- Customer Oriented Process (COP)
- Core processes
- Support processes - associated
- Associated processes (universal)

Unit 2: Audit preparation - Process Review and Audit Checklist

- Process Review: the four issues
- What's this 'audit checklist' all about?
- Auditing for evidence
- Preparing your Audit Checklist
- How to prepare your Audit Checklist
- Process maps: a different approach

Unit 3: Gathering Data

- Opening meeting
- Gathering data - overview
- Auditing from a process map
- Note-taking
- The 5 most important rules

Data gathering techniques: General things to ask about
Questioning techniques
Handling potential noncompliances
Drilling down

Unit 4: Rationalizing Findings

Overview
Complete the Audit Checklist
Identify system strengths
Identify noncompliances
Noncompliances: the four elements to report
Noncompliance element 1: the citation
Noncompliance element 2: the finding
Noncompliance element 3: the evidence
Noncompliance element 4: the ranking
Check for "repeaters"
Preparing the audit analysis
Congratulations

Unit 5: Documenting and Reporting Findings

Documentation rules
Completing the documentation
Documenting "repeaters"
Internal audit report: Front
Audit Report: Back
Closing meeting

