

## 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

