



Quality Management| ISO9001 - Internal Auditor

International Training

Number of days

2

Course descriptive

The BSI Training Academy can teach you the essential knowledge and skills an internal auditor needs, along with the areas your Certification Body (CB) will be generally looking for to comply with generic internal auditing requirements in management system standards. This will include the meanings and intention of certification criteria and associated theories, methodologies, techniques or tools.

An ineffective audit can mean severe consequences - resulting in process failure, customer dissatisfaction and regulatory noncompliance. By learning to audit processes in relation to the internationally recognized ISO 9001:2015 Quality Management Systems, you'll optimize your auditing skills and boost your internal audit capabilities. You'll gain confidence in planning and performing an effective audit, as well as reporting and assessing corrective action where necessary.

This course develops the necessary skills to assess and report on the conformance and effectiveness of organizational processes in relation to ISO 9001:2015. You'll learn how to initiate an audit, prepare and conduct audit activities, compile and distribute audit reports and complete follow-up activities.

The British Standards Institution (BSI, a company incorporated by Royal Charter), performs the National Standards Body activity (NSB) in the UK. BSI, together with other BSI Group Companies, also offers a broad portfolio of business solutions other than the NSB activity that help businesses worldwide to improve results through Standards-based best practice (such as certification, self-assessment tools, software, product testing, information products and training). Training courses are provided by BSI as part of its non-NSB services.

International Training **ISO 9001 Internal Auditor**

Agenda

Day 1

<ul style="list-style-type: none">• Benefits to you, welcome and introductions• Course aim, objectives and structure• Module 1: Quality management system ISO 9001<ul style="list-style-type: none">○ Intended outcomes○ Components overview○ Internal audit requirement• Module 2: Guidelines for auditing management systems ISO 19011<ul style="list-style-type: none">○ Terms and definitions (auditing)○ What is an audit?○ Plan, Execute, Report, Close-out (systematic)○ Process for auditing○ Audit evidence○ Audit scope, objectives and criteria○ Principles of auditing○ ISO 19011:2018 Clause 6: Conducting an audit○ Audit program○ Audit responsibilities	<ul style="list-style-type: none">• Module 3: Planning the audit<ul style="list-style-type: none">○ Initiating the audit○ Document review○ Audit Plan○ Sampling○ Audit work documents• Module 4: Execute the audit<ul style="list-style-type: none">○ Opening meeting○ Communications, attributes and question types○ Verifying information○ Recording the objective evidence○ Internal audit video• End of day 1
---	---

Day 2

<ul style="list-style-type: none">• Review of Day 1 quiz• Module 4: Execute the audit (continued)<ul style="list-style-type: none">○ Nonconformities○ Simulated internal audit○ Documenting nonconformities○ Preparing audit conclusions and closing meeting• Module 5: Report an audit<ul style="list-style-type: none">○ Typical audit report contents	<ul style="list-style-type: none">• Module 6: Close-out an audit<ul style="list-style-type: none">○ Audit close-out• Reflection quiz• Course review and final questions• End of course
---	---

International Training **ISO 9001 Internal Auditor**

Pedagogical Objectives

- Recognize areas your Certification Body (CB) will be generally looking for to comply with generic internal auditing requirements in management system standards. This will include the meanings and intention of certification criteria and associated theories, methodologies, techniques or tools
- Prepare, conduct and follow-up on audit activities
- Identify and apply the benefits and requirements for an ISO 9001:2015 Quality Management Systems (QMS) internal audit
- Gain the skills to assess an organization's capability to manage its QMS
- Write factual audit reports and assess corrective actions

Skills to be acquired

Upon completion of this training, you will be able to:

- Explain the guidelines of auditing management systems according to ISO 19011:2018 Guidelines for Auditing Management Systems
- Describe the application of these guidelines to auditing ISO 9001:2015

You'll have the skills to:

- Initiate the audit
- Prepare and audit activities; complete the audit
- Prepare and distribute the audit report
- Audit follow-up

Targeted audience

- Anyone involved in the auditing, maintaining or supervising of an ISO 9001:2015 Quality Management System.

Pedagogical, technical and framing means

Course materials including:

- Introduction to the training, detailed program and security assignments
- Course presentation, theory and activities/ role plays
- Answers to the activities
- Videos
- Additional documents, distributed during the sessions, to use for the activities
- Attendance sheet to be signed

Assessment specifics

- Questionnaire to assess the knowledge at the end of the training
- Customer survey

What is included ?

- Course materials, provided electronically
- Letter of attestation
- Official certificate

International Training **ISO 9001 Internal Auditor**

Prerequisites: You should already have a good knowledge of the requirements of ISO 9001:2015 and the key principles of a QMS. If not, we strongly recommend you attend our ISO 9001:2015 Quality Management Systems Requirements course (or equivalent); as the requirements are not taught in this course.

*These training modules are eligible to the subsidizing by the public institutions in France (OPCO);

**Each delegate receives a training convention after the enrollment.

***Please note that for the public sessions, you have until 48h before the start of the course to confirm your enrollment. For the in-house sessions, the deadline would be of two weeks prior to the start of the course.

****Should you be in a disabled situation, please contact us and indicate what details should be taken into account.

You can contact us on training.france@bsigroup.com or **01 89 79 00 40**