

# INTERNAL QMS AUDITOR TRAINING COURSE\*

(2 days)

*Focus Standard: ISO 9001:2008  
with  
5 Workshops!*

## IRCA CERTIFIED !!

### Objective

**\*This intensive 2-day course is certified by the International Register of Certificated Auditors (IRCA) Registration Governing Board and satisfies part of the formal training requirement for certification as an Internal QMS Auditor (Cert. No. A17141).**

**\*A certificate of attainment for attending both the IRCA QMS Foundation course (IRCA2001) together with the QMS Internal Auditor course (IRCA2180) will be recognized by RABQSA as equivalent to their QMS Internal Auditor course (TCD24)**

On successful completion, delegates will be trained Auditors, competent to audit their own organization:

- Be able to prepare, plan, conduct internal audits,
- Be able to report the results whilst identifying efficiencies and opportunities for improvement of the Quality Management Systems.

Interactive learning techniques are used to maximize delegate participation, including workshops designed to broaden the knowledge of system and audit applications.

Further, the delegate will be made aware of good current practices and be encouraged to develop constructive audit skills through analysis and self-appraisal.

Persons who should attend this course include:

- Personnel who audit within their own organization.

### Overview

#### Why Audit?

**ISO 9001:2008 is a management tool which can be used by an organization to better affect its quality management disciplines and its strive toward World Class Excellence.**

It is essential for an organization to understand its performance against its requirements; and whenever possible, to identify opportunities for improvement. To achieve these objectives, an organization must set out to conduct internal reviews of itself. These are called *internal audits*.

Internal audits are required in ISO 9001:2008 through the clause 8.2.2.

The intent of this process is to ensure the organization's knowledge of itself and how it is performing to its requirements. This process is charged to the internal auditor, whether developed from within or hired from outside.

Success in the auditing process is characterized by reliance on a number of principles. These principles make the audit experience an efficient and reliable tool in support of management policies and controls, providing information on which an organization can act to improve its performance.



Course Content ... See Reverse

# Course Content

## **Day 1: 8:30 a.m. - 6:00 p.m.**

### Introduction

- Course Programme
- Course Learning Objectives
- Delegate Responsibilities
- Continuous Assessment Process
- Guidelines for Auditors
- IRCA's Role with Internal Auditors

### Key Vocabulary

### Continual Improvement – PDCA

### Audit Cycle

### *Case Study 1 – Preparing a Checklist*

### *Case Study 2 – Preparing an Audit Plan*

### Questionnaire No. 1

### Auditor's Challenge – Incident ... 1

### End Day 1

## **Day 2: 8:30 a.m. - 6:00 p.m.**

### Auditor's Challenge – Incident ... 2

### Questionnaire No. 2

### *Case Study 3 – Conducting an Interview*

### *Case Study 4 – Writing Audit Reports*

### *Case Study 5 – Follow-up and Review of Corrective Action*

### Auditor's Challenge – Crossword

### Auditor's Bingo

### Questionnaire No. 3

### Close