

**Aim of this course.** The aim of the *Internal QMS Auditor* training course is to provide students who intend to perform internal audits with the knowledge and skills needed to assess and report on the conformance and effective implementation of processes, through internal audit, and to contribute to the continual improvement of the management system. For students from organisations intending to register their quality management systems against ISO 9001:2008, this course meets the minimum training required by ISO 19011 for internal auditors.

**Ideally suited for**

Personnel responsible for internal Quality System Audits in a manufacturing, service or project environment who have little or no prior experience of auditing. Essential preparation for, COE and CQM professional recognition programs.

**Nominal Duration**

2 days

**0900 – 1630 hrs**

**Prerequisites**

**Prior knowledge.**

Students are expected to have knowledge of, quality management systems before attending the course.

**Content**

- Background and definitions
- ISO 9000 & TS-16949 audit requirements, including ISO 9001:2008
- Introduction to Auditing
- Auditor's Roles and Responsibilities
- Questioning techniques
- Conflict resolution
- Audit planning
- The audit process
- Reporting Opportunities for Improvement
- Follow up
- Initiating Corrective Action
- The Role of Business Improvement in the Audit Process
- Management Reviews as a Part of Business Improvement

**Learning Outcomes**

Ability to plan and prepare for an audit; Confidence in performing an audit; Ability to prepare meaningful reports; Demonstrate appropriate interviewing techniques; Where non-conformances have been identified, verify that corrective and preventive actions have been successfully implemented; Identify the potential for improving process effectiveness and efficiency; Use internal audits as part of Management Review to drive improvement in the Quality System

**Assessment Method**

Learning outcomes are assessed by performance of tasks throughout the module and a short open book test.

Investment:	AOQ Member	Non-Member
INTERNAL AUDITING MANAGEMENT SYSTEMS	\$ 800 Second, and subsequent participants from the same organisation, booked together for the same course;	\$ 900 Second, and subsequent participants from the same organisation, booked together for the same course;