

B16

Internal Quality Auditing to ISO 9001:2015 and ISO 19011:2011



Purpose

This three-day course is intended for individuals from organisations that will be preparing to introduce the updated standard and need to conduct internal audits to the ISO 9001:2015 requirements standard. The course is aimed at the practical principles of auditing in order to add value.

Duration

3 Days

Course content

- ◆ Introduction to ISO 9001:2015 Quality Management System requirements
- ◆ The importance of good documented information as against document control
- ◆ Understanding the PDCA cycle and the process approach required by the standard
- ◆ Auditing changed requirements needing special focus for ISO 9001:2015
- ◆ Requirements for an audit as found in ISO 19011:2011
- ◆ Preparing for an audit and understanding the purpose of an audit
- ◆ Audit planning and scheduling
- ◆ Opening meeting
- ◆ The conduct of auditor during the audit process
- ◆ Closing of an audit
- ◆ Writing of an audit report
- ◆ Corrective action process
- ◆ Closing of findings

Benefits from attending the course

Learners will be able to:

- ◆ Have a better understanding of what has changed in ISO 9001:2015 from an audit perspective
- ◆ Conduct an objective audit that adds value to the organization
- ◆ Present a constructive audit finding report

Comments from attendees of previous SAQI auditor courses:

- ◆ It was a great course and very informative
- ◆ Very interesting. If all companies could conduct an audit this way, it will be good.
- ◆ Very good and I will recommend it to other staff
- ◆ I now know the real purpose of an audit