



## ***ISO 9001:2008 INTERNAL AUDITOR TRAINING (w/o exam)***

### **COURSE OBJECTIVES**

By the end of this ISO 9001: 2008 Series Internal Auditor Training, delegates who achieved successful completion should be able to:

1. Describe and explain the evolution, purposes and benefits of a quality management system and the eight quality management principles.
2. Understand the intent, content and interrelationship of the ISO 9000 family including ISO 9000, ISO 9001, ISO 9004 and ISO 19011.
3. Interpret accurately the requirements of the ISO 9001 elements, and site ISO 9004 and 8 quality management principles requirements, where applicable and appropriate.
4. Understand the responsibilities, authorities and activities of an auditor/lead auditor (internal and external), auditee and other members if any, such as technical experts, legal experts and guides.
5. Plan a “Process Approach” audit effectively, including audit preparation, developing audit checklist and matrix of requirements, estimating audit duration, document review/stage one audit, pre-site audit visit, formation of audit team and preparing the on-site audit plan.
6. Conduct a “Process Approach” audit effectively, including Opening/Interim/Closing meeting; gathering objective evidence through use of checklist and matrix; establishing audit trial; interviewing, questioning and observation; assessing data, records and reports and demonstrating sensitivity to auditee; draw sound conclusions based on audit findings.
7. Reporting the audit in an accurate and impartial manner so as to add value to the audit, as well as carrying out follow-up activities such as closing of CARs after evaluating the effectiveness of the corrective and preventive actions.

***ISO 9001: 2008 Series Internal Auditor Course***

**2-Day Programme**

**Day 1 (0900 – 1730)**

- 0900 - 0915** Course Introduction
- 0915 – 1015** Chapter 1 – Quality Evolution and Introduction to ISO 9000 Quality Management System
- 1015 – 1030** Refreshment Break
- 1030 – 1230** Chapter 2 - 8 Principles of Quality Management and other Basic Quality Concepts
- 1230 – 1330** Lunch Break
- 1330 – 1515** Chapter 3 - Interpreting the ISO 9001: 2008 Requirements
- 1515 – 1530** Refreshment Break
- 1530 – 1730** Interpreting the ISO 9001: 2008 Requirements  
*(With Syndicate Exercise)*

*The above programme may vary as the training progresses.*

**Day 2 (0900 – 1730)**

- 0900 – 1030 Chapter 4 - Matrix of Requirements and Process Flow Chart**  
*(With Syndicate Exercise)*
- 1030 – 1045 Refreshment Break**
- 1045 – 1230 Chapter 5 – Planning & Conducting the ‘Process Approach’ Audit – The Responsibilities & Activities**
- 1230 – 1330 Lunch Break**
- 1330 – 1515 Chapter 6 – Audit Checklists**  
*(With Syndicate Exercise)*
- 1515 – 1530 Refreshment Break**
- 1530 – 1700 Chapter 7 – Corrective Action Request and Audit Reporting**  
*(With Syndicate Exercise)*
- 1700– 1730 Course Debrief**

*The above programme may vary as the training progresses.*