

Course Title: Internal Auditor ISO 9001:2015 Training Course

Course Duration: 2 Days (9.30 am - 4.30 pm)

Pricing: € 465.00 per person

Format: Live - virtual.

Queries: info@thelearningreservoir.com

Course Details	
Course Description	<p>This practical and interactive 2-day ISO 9001 internal auditor training course enables delegates to interpret the requirements of the ISO 9001:2015 quality management system standard from an auditing perspective, and to conduct effective audits. Delegates will also learn the principles and practices of effective quality management systems (QMS) process audits in accordance with ISO 19011:2018.</p>
Standards used in Course	<p>(i) ISO 9001: 2015 Quality management systems — Requirements.</p> <p>ISO 9001:2015 specifies requirements for a quality management system when an organization:</p> <p>a) needs to demonstrate its ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, and</p> <p>b) aims to enhance customer satisfaction through the effective application of the system, including processes for improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.</p> <p>All the requirements of ISO 9001:2015 are generic and are intended to be applicable to any organization, regardless of its type or size, or the products and services it provides.</p> <p>(ii) ISO 19011:2018 Guidelines for auditing management systems</p> <p>ISO 19011:2018 provides guidance on the fundamentals of auditing, the management of audit programmes, the conducting of management system audits and the qualifications for management system auditors.</p>
Delivery Method	

	Taught live by an expert tutor via Zoom. You can interact with other delegates and ask questions, just as you would in a traditional classroom.
Instructor	<p>Dr. Fiona Masterson</p> <p>With over 25 years' experience in quality management, operations management, and higher education, Fiona combines technical expertise with highly engaging training. She has worked in fast-paced manufacturing environments and lectures part-time in universities.</p> <p>She is a lead quality auditor and managed the internal auditing programme of a leading medical device company. She also was the project lead on implementing ISO 9001 at one of the world's largest soft drinks manufacturing sites.</p> <p>She has Bachelor and Master of Science degrees, and a Doctorate in Mechanical Engineering. Fiona has published in peer reviewed journals on topics such as medical device and pharmaceutical regulatory affairs, on-the job training and innovative training technologies and strategies.</p>
Learning Objectives	<p>On completion of this training, participants will be able to:</p> <ul style="list-style-type: none"> • Understand the relevant elements and clauses of ISO 9001:2015 • Understand the practice of internal auditing • Understand the responsibilities of auditors and lead auditors • Plan and conduct an audit in accordance with ISO 19011, demonstrating ability to plan and prepare effectively • Gather objective evidence during the auditing process • Use effective interviewing techniques • Evaluate the evidence gathered during the auditing process to determine conformance with regulatory and procedural requirements • Evaluate the significance of audit findings • Determine if corrective action has been effectively implemented • Write a factual audit final report • Understand how to follow up on audit corrective actions
Who should take this course	<ul style="list-style-type: none"> • Personnel in the organisation with responsibility for conducting internal audits • Personnel responsible for supplier / external audits • Personnel new to auditing and have been asked to conduct internal audits • Internal Auditors without 9001:2015 audit training • Quality managers
Course Certificate	A certificate of completion will be issued on successful course completion.
Recommended Prior Learning	An understanding of the ISO 9001:2015 requirements and/or work experience in applying ISO 9001:2015 is recommended.

Materials	Each participant will receive course materials in the days prior to the course starting. Please ensure you have access to these on the day.

Course Content Breakdown	
Day 1	<ul style="list-style-type: none"> • Introduction to ISO 9001:2015 Quality Management System • Review of the key requirements of ISO 9001 • Eight Quality Management Principles • The Process Approach • Overview of ISO 19011 • The 7 principles of auditing • The Internal Audit Requirements of ISO 9001:2015 • The different types of audits • The human elements of auditing • Components of an Internal Audit Program <p>Auditors will be given several interactive exercises throughout the day.</p>
Day 2	<ul style="list-style-type: none"> • Audit Preparation (planning) • Audit checklist creation • Communications • Carrying out the Audit / Conducting Audit Activities • Audit Evidence & Questioning Techniques • Collecting objective evidence • Audit sampling • Classification of a non-Conformity • Audit Reporting & Follow Up • Opening and Closing Meetings • Audit trial • Evaluating the effectiveness of the Quality System in addition to conformance audits <p>Exercise: Mock audit exercise - participants will do a mock audit.</p>