



# ISO 9001:2015

QMS Internal and Supplier Auditor (live)

COURSE SYNOPSIS

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## Introduction

The course is designed for those who wish to conduct internal or supplier audits using the guidance of ISO 19011. The audit criteria used for exercises and assessments is from the ISO 9001:2015 standard. It is therefore necessary for Learners taking this course to be intimately familiar with this standard.

Audit techniques are presented in a logical sequence that follow the practical cycle of an audit programme.

## Course outcomes:

- Ability to manage the life-cycle of an audit programme.
- Ability to employ the techniques needed to conduct internal and supplier audits using the requirements of ISO 9001:2015.
- Satisfy the ISO 9001 requirements for auditor competence.

## Who should attend:

- Those responsible to manage an internal or supplier audit programme.
- Anyone that conducts internal or supplier audits.
- Those seeking to be informed on how audits are managed and conducted.

## Benefits include:

- Techniques for effective internal quality audits designed to add value to an organisation.
- Knowledge of how to assess quality management arrangements for improved governance.
- Methods to assess suppliers with and without formal quality management systems in place.
- Satisfy requirements for proof of auditor competence.
- Developed by auditors with decades of business and audit experience.

Knowledge of practical audit techniques is efficiently gained through the use of live online presentations in a webinar format. This information is further supplemented by written notes, pro-forma templates, case studies and exercises.

Online delivery of learning modules, in the format of a webinar, that include presentation and assessment, is conducted in segments of 3 hours per day over a four-day period. This duration includes presentations, participation in exercises and interactive discussions.

The facilitator interacts with the class online to assess teamwork, monitor progress and answer questions. The class is also able to collaborate online in a secure environment under the guidance of the facilitator.

Although beneficial, it is not entirely necessary to have a copy of ISO 19011 when taking this course however, the ISO 9001:2015 standard is essential for exercises and assessments and is not provided as part of the courseware. Copies of either of these standards can be obtained from your national standards body or from [www.iso.org](http://www.iso.org)

Learning is reinforced with assessment derived from each module and results in one of two certificates. A 70% aggregate or more, will gain a certificate of successful completion. An outcome of less than 70%, will gain a certificate of participation.

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### Timeline

#### Day 1

Time	Duration	Topic	Description
Per advertised start time	15 min	Introduction	Introduction of facilitator, administrative arrangements, structure of notes and technical guidance.
+ 15 min	20 min	Module 1	An introduction to Auditing The function of auditing, definitions and related standards for auditing. Objectives of auditing, types of audit - first, second and third party. Benefits of auditing and related costs.
+ 35 min	30 min	Exercise 1	Evaluation of audit scenarios using ISO 9001:2015 as audit criteria.
+ 1 hour 5 min	30 min	Exercise 1 feedback	Group feedback and discussion of model solutions.
+ 1 hour 35 min	40 min	Module 2	Initiating and planning audits. Introduction to four phases of auditing and elements of audit planning
+ 2 hours 15 min	30 min	Workshop 1	Facilitator led planning of an internal audit.
+ 2 hours 45 min	15 min	Q&A	Open discussion to reinforce learning.
+ 3 hours		Close	

#### Day 2

Time	Duration	Topic	Description
Per advertised time	5 min	Recapitulation	Reinforcement of key topics from day 1, answers to further questions and allowance for class to connect.
+ 5 min	30 min	Module 3	Audit preparation. The requirements for audit preparation. Evaluating the documentation and preparing a checklist. The Opening meeting.
+ 35 min	30 min	Exercise 2	Selection of audit criteria for audit planning
+ 1 hour 5 min	30 min	Exercise 2 feedback	Group feedback
+ 1 hour 35 min	45 min	Module 4	Audit performance. The aim of the audit process and potential problems. Interview techniques; the interview process, attitude and approach, the setting, body language and questioning techniques.
+ 2 hours 20 min	30 min	Exercise 3	Review procedure and prepare checklist.
+ 2 hours 50 min	10 min	Case study and Q&A	Discussion of case study. Open discussion to reinforce learning.
+ 3 hours		Close	

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### Day 3

Time	Duration	Topic	Description
Per advertised time	5 min	Recapitulation	Reinforcement of key topics from day 2, answers to further questions and allowance for class to connect.
+ 5 min	30 min	Exercise 3 feedback	Team feedback and discussion.
+ 35 min	30 min	Module 5	Recording and reviewing findings. Techniques used in recording the facts and reviewing the findings. The detail required in a Corrective Action Request format.
+ 1 hour 5 min	30 min	Exercise 4	Producing comprehensive corrective action request statements.
+ 1 hour 35 min	30 min	Exercise 4 feedback	Group feedback of individual statements.
+ 2 hours 5 min	30 min	Module 6	Audit report and follow-up. The Closing Meeting, the importance of preparing, knowing the facts, controlling the meeting, the importance of remaining constructive. Purpose of the report, report content. The follow-up process.
+ 2 hours 35 min	15 min	Demonstration 1	Presentation of closing meeting - roleplay
+ 2 hours 50 min	10 min	Allocation of assignment	Open discussion to reinforce learning Allocation of assignment to review case-study and prepare audit report.
+3 hours		Close	

### Day 4

Time	Duration	Topic	Description
Per advertised time	5 min	Recapitulation	Reinforcement of key topics from day 3, answers to further questions and allowance for class to connect.
+ 5 min	10 min	Briefing	Confirm submission of all assignments and final briefing on closing meeting roleplay.
+15 min	2 hours 30 min	Roleplay	Closing meeting roleplay with feedback.
+ 2 hours 45 min	15 min	Q&A	Open discussion to reinforce learning and closing remarks.
+ 3 hours		Close	
	Own time	Final test	