



ISO 9001:2015

EMS 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 on an environmental management system using the guidance of ISO 19011. The audit criteria used for exercises and assessments is from the ISO 14001:2015 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 plan environmental management system audits, using risk-based thinking.
- Prepare the team to conduct an environmental management system audit of a valid sample of processes, systems and management arrangements.
- Conduct an environmental management system audit to improve governance and control, using valid audit techniques that provide assurance and drive improvement.
- Report on levels of conformance that allows directors to make informed decisions.
- Validate corrections and corrective action where controls and system weakness have been corrected; and.
- Improve the audit programme when following the plan-do-check-act continuum.

Who should attend:

- Portfolios with responsibility for business assurance and environmental management system auditing.
- Anyone responsible to manage, supervise or maintain an environmental management system and that want to learn what auditors look for and their typical approach to the internal or supplier audit.

Benefits include:

- Techniques for effective internal environmental management system audits designed to reduce environmental related risk and impact.
- Knowledge of how to assess environmental management system arrangements for improved governance and sustainability reporting.
- Methods to assess suppliers with and without formal environmental management systems in place.
- Satisfy requirements for proof of auditor competence.
- Learn from auditors with decades of business, environmental management system and audit experience.
- Live online presentations, in the format of a webinar, allow for the course to be taken from any location and questions can still be asked on-the-fly.

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

Online delivery of learning modules 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

Learning is reinforced with assessments derived from each module and result 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 attendance.

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	45 min	Module 1	Brief overview of ISO 14001:2015 to encourage questions.
+ 1 hour	30 min	Exercise 1	Scenarios using ISO 14001:2015.
+ 1 hour 30 min	30 min	Exercise 1 feedback	Group feedback and discussion of model solutions.
+ 2 hour	20 min	Module 2	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.
+ 2 hours 20 min	30 min	Exercise 2	Review procedure to audit control of documented information.
+ 2 hours 50 min	10 min	Exercise 2 feedback	Open discussion to reinforce concepts relating to maintaining and retaining documented information..
+ 3 hours		Close	

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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	35 min	Module 3	Initiating and planning an audit. The concept of four practical phases to an audit. Audit Planning and the requirements for internal and supplier audits. Selecting the Audit Team.
+40 min	25 min	Demonstration 1	Facilitator led planning of an audit using the characteristics of scope, criteria, responsibility and duration
+ 1 hour 5 min	30 min	Module 3	Audit preparation. The requirements for audit preparation. Evaluating the documentation and preparing a checklist. The Opening meeting.
+ 1 hour 35 min	30 min	Exercise 3	Selection of audit criteria for audit preparation.
+ 2 hours 5 min	30 min	Exercise 3 feedback	Group feedback
+ 2 hours 35 min	20 min	Module 4	Audit performance – part 1 The aim of the audit process and potential problems. Interview techniques; the interview process, auditor's attitude.
+ 2 hours 55 min	5 min	Case study	Discussion of case study.
+ 3 hours		Close	

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	20 min	Module 5	Audit performance – part 2 Audit approach, the setting, body language and questioning techniques.
+ 25 min	30 min	Exercise 4	Multiple choice questionnaire.
+ 55 min	30 min	Module 6	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 25 min	30 min	Exercise 5	Producing comprehensive corrective action request statements.
+ 1 hour 55 min	30 min	Exercise 4 feedback	Group feedback of individual statements.
+ 2 hours 25 min	30 min	Module 7	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 55 min	5 min	Allocation of assignment	Allocation of assignment to review case-study and prepare audit report.
+3 hours		Close	

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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. Selected team presentations.
+ 2 hours 45 min	15 min	Q&A	Open discussion to reinforce learning and closing remarks.
+ 3 hours		Close	
	Own time	Final test	