

## Internal Auditor Training Course

### How to Carry Out Professional Management System Audits

#### Course Description

Internal audits are a routine part of today's quality management. They should concentrate on determining conformance but in many cases auditors only focus on non-compliance. In this course the delegates are shown how to carry out internal audits which:

- Are effective and efficient
- Look for improvement opportunities as well as conformance
- Are value adding

Many of the techniques taught are equally applicable to supplier audits.

The course is run against ISO 9001:2008 and your internal company standards.

#### Learning Objectives

At the conclusion of the course, attendees should be able to:

- Use the ask-look-check-record technique for seeking the true state of the quality management system
- Use forward and trace-back techniques for auditing a process based system
- Understand the component parts of a quality management system process and how the processes inter-relate
- Establish audit checklists in the same sequence as the process
- Establish an audit schedule which ensures an efficient audit
- Use the most appropriate approach for obtaining information from the auditees
- Report the audit findings in a constructive manner and categorise any nonconformities and improvement opportunities found
- Put the audit findings and possible corrective actions into a business impact matrix (cost versus benefit)

#### Benefit to Your Business

The main benefits are:



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- ✓ The capability to do effective audits of your supply chain and to make the correct purchasing decisions
- ✓ The knowledge that your management systems are being effectively audited

### Course Structure

The course is structured in modules which provide flexibility to meet individual client needs. The programme is designed to fit in with individual client working times and other operational requirements and can be tailored to the needs of the client. We use accelerated learning techniques to speed the learning process and make the learning enjoyable.

The two-day programme can be run consecutively or split to meet the client needs.

Significant emphasis is placed on practical application of what has been taught and on in-house courses the second day is devoted to actual internal auditing in the client's facility.

### Course Deliverables

The course will provide a number of trained auditors who can be utilised immediately to fulfil the audit programme.

It will also provide a number of completed audits arising from the practical auditing sessions

The trainer will also provide on request a verbal statement of his opinion of the state of the quality management system.

### Cost

In-house courses cost £ 945 + VAT and expenses\* per day. For this we will train up to 9 auditors and you should get at least 3 process based internal audits completed. We also regularly run open courses in Bath. The course is 2-days and the fee for public course is £ 475 + VAT includes refreshments, lunch and course notes. (Accommodation is extra\*)

\*The accommodation cost £70/per night (B&B). Please state your requirement in time of booking.