

Day 1: Understanding ISO 9001 and the Role of Internal Audits

1. Introduction to ISO 9001:2015 Quality Management Systems

Overview of the ISO 9001 standard and its structure

Key principles of quality management

2. Overview of ISO 9001 Requirements

Detailed exploration of the ISO 9001 clauses and their significance

Understanding the process approach in ISO 9001

3. Importance of Internal Audits in Quality Management

Exploring the role of internal audits in maintaining ISO 9001 compliance

Benefits of effective internal audits for organizations

4. Principles of Auditing according to ISO 19011

Understanding the principles of auditing, including integrity, confidentiality, and impartiality

Applying ISO 19011 guidelines to internal audits

5. Role of Internal Auditors in Quality Management Systems

Responsibilities and competencies of internal auditors

Ethical considerations for internal auditors

6. Planning and Preparing for Internal Audits

Steps involved in planning an internal audit

Developing an audit plan and checklist

Day 2: Conducting Internal Audits

7. Audit Criteria, Scope, and Objectives

Defining audit criteria and scope

Setting audit objectives and criteria for effective audits

8. Gathering and Evaluating Evidence

Methods for gathering audit evidence

Techniques for evaluating the sufficiency and appropriateness of evidence

9. Interviewing Techniques for Auditors

Effective communication skills for auditors

Interviewing techniques to gather information during audits

10. Audit Reporting and Nonconformity Management

Reporting findings and observations from audits

Nonconformity management process and corrective actions

11. Case Studies and Practical Exercises

Real-world case studies to apply audit principles

Practical exercises to simulate audit scenarios

12. Review of Audit Documentation and Records

Importance of documentation in audit processes

Best practices for maintaining audit records

Day 3: Advanced Audit Techniques and Reporting

13. Risk-Based Auditing

Understanding risk-based auditing principles

Incorporating risk management into audit planning and execution

14. Audit Follow-Up and Corrective Actions

Follow-up procedures after an audit

Implementing corrective actions to address audit findings

15. Audit Reporting and Communication Skills

Effective communication of audit results

Tailoring reports for different stakeholders

16. Preparation for External Audit

17. Mock Internal Audit Exercise

18. Q&A and Course Evaluation

Open forum for questions and clarifications

Feedback session to evaluate the course.