

## **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.