

DAY 1

Quality Management System (QMS) Audit

- ISO 29001:2010 and 9001:2015 QMS international standards
- Review of 29001 clauses 4-8 and 9001 clause 9 Internal audit requirements
- Quality system requirements
- Types and levels of QMS internal audits
- Documentation in the Quality Management System (QMS)
- Roles and responsibility of auditors

DAY 2

Audit Preparation and Setup

- Terminology and definitions
- Audit concepts and principles
- Planning and conducting effective audits
- Producing audit programme and procedure
- Audit terms of reference
- Interview and note-taking skills

DAY 3

Conducting an Internal Audit

- Internal audit process
- Creation of effective audit checklists
- Communications during audit
- QMS documentation review
- Key personnel interviews
- Physical site observation

DAY 4

Preparing Audit Report

- Review of non-conformities and observations
- Audit findings and conclusions

- Preparation of internal audit report
- Corrective action plan
- Presentation of audit report
- Monitoring and close-out of non-conformities

DAY 5

Review of Internal Audit Process & Assessment

- Review of internal audit process
- Review of internal audit reporting