



Background

Leading companies recognise that internal audits can contribute significantly to maintaining the effectiveness of their quality system and lead to improved performance. The ISO 9001:2008 standard requires that auditors are equipped for their role through adequate training.

Third party assessment bodies seek evidence of effective implementation of an internal audit programme before awarding certification.

For these reasons, companies see quality systems audits as a modern business skill and one to be imparted to line managers and supervisors from many departments, rather than confined to a specialist function.

This course is suitable for all types of organisations.

Course Objectives

To enable delegates to:

- Plan, perform and report internal audits
- Establish and maintain an audit programme
- Verify corrective action

Who should attend?

The course is aimed primarily at enabling individuals to audit their company's quality management system.

However, it also covers vital topics which will enable delegates to develop internal audit procedures and an internal audit programme, as required by ISO 9001:2008.

Benefits

Delegates will benefit from the course by obtaining the knowledge, skills and confidence to audit their company's quality system effectively.

Completion of the course will be recognised by the award of a certificate.

Companies will benefit from regular internal audit reports which give an objective assessment of how well the quality system is performing and identify key areas for improvement.

In addition, a well established internal audit programme should detect any serious problems and enable them to be corrected, before they are found by an external auditor.

Programme

Delegates participate in a series of illustrated lectures, which develop understanding of quality systems audits, supported by case studies and workshops that develop auditor skills.

The course contents satisfy requirements of the international standard for auditor training and qualification, ISO 19011, and include the following topics:



- Quality and quality assurance in modern business practice
- Quality systems based on the ISO 9001:2008
- Summary of the ISO 9000 Series requirements
- Types and methods of audit
- Establishing an internal audit programme
- Planning and preparing for an audit
- Performing an audit
- Reporting audit results
- Corrective action and audit follow-up
- Audit as a tool for improvement

Each delegate will receive a comprehensive course manual.

Location

This course can be offered:

- *In House*

Many companies will benefit from running in-house group programmes, as staff members can look directly at the organisation's systems.

- *Through our licensees (various locations)*

Individuals from different companies can share information and exchange benchmarking ideas in an open programme.

To discuss your training needs or request a quotation, contact Bill Fenton, Director of Training, using the details below.

In addition to the auditor training courses, we also offer quality and cost effective specialist open learning courses to the global electricity industry – see our website for details!



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AFAQ-ETA

Regus House ■ Victory Way ■ Admirals Park ■ Crossways ■ Dartford ■ DA2 6QD ■ UK

Tel: +44 (0)1322 303356 Fax: +44 (0)1322 303357

E-mail: bill.fenton@afaq-eta.com

Web: www.afaq-eta.com

