



CONTINUING EDUCATION

ISO 9001:2000 Internal Auditing

CEQAL 580

This activity-based seminar will help provide you with the skills necessary to audit a quality management system to the requirements of ISO 9001:2000. This seminar will teach you how to plan and conduct process-based quality management system audits and how to document audit results in a concise effective audit report.

Who Should attend: Internal quality auditors, audit program managers and other individuals involved in the internal auditing process.

Prerequisites: An understanding of the ISO 9001:2000 Quality Management System standard is required (Understanding ISO 9001:2000).

CEU's Credits: 1.6

Duration: 16 Hours – 2-day course

Course Content:

- Review of the Standard**
 - What is ISO 9001:2000
 - The Eight Quality Management System Principles

Quality System Documentation

- Scope
- The Quality Manual
- Procedures
- Work Instructions
- Quality Records

Introduction to Quality System Auditing

- What is Quality
- What is a Quality Management System
- What is an Audit
- Why Audit
- How to Audit For Effectiveness

How to Audit a Process-Based Quality System

- The Process Model
- What is a Process
- Defining a Process
- Customer Oriented Processes
- Requirements For Processes
- Understanding Process Interrelationships
- Process Maps and What to Look For
- Process Controls
- Process Auditing Techniques

Effective Audit Planning

- Defining the Audit Scope and Objectives
- Selecting The Audit Team
- Conducting The Document Review
- Preparing an Audit Plan
- Identifying and Gathering Information
- Developing Audit Work Documents

How to Conduct the Audit

- The Opening and Closing Meetings
- Effectively Communicating During the Audit
- Collecting and Verifying Information
- Interview Techniques
- Identifying and Documenting Audit Nonconformances
- Preparing Corrective Action Requests

Audit Reporting and Corrective Action Verification

- Writing an Audit Report
- Verification of Corrective Actions

Managing an Audit Program

- Developing an Audit Schedule
- Audit Files and Records
- Auditor Characteristics, Requirements and Responsibilities

Each participant will receive a comprehensive manual and a Certificate of completion at the close of the seminar.