

## **Training of Internal Auditors for Quality Management Systems**

### **Training objectives:**

- helps the participants to obtain the necessary knowledge and abilities for conducting internal audits and self assessments, according to ISO 9001:2008 standard - Quality Management Systems. Requirements
- using group activities, roleplays and discussions, the participants acquire an advanced understanding of the audit principles and of ISO 19011:2011 - Guidelines for Auditing Management Systems , in order to implement effective audit programs for the quality management system

### **Thematic:**

- current regulations regarding the audit activity; the differences between certification and accreditation; certification and accreditation companies; audit types
- ISO 9001:2008 requirements
  - Chapter 1 - Scope
  - Chapter 2 - Normative references
  - Chapter 3 - Terms and definitions
  - Chapter 4 - Quality management system
  - Chapter 5 - Management responsibility
  - Chapter 6 - Resource management
  - Chapter 7 - Product realization
  - Chapter 8 - Measurement, analysis and improvement
- ISO 19011:2011 guideline
  - terms and definitions regarding audit
  - audit stages
  - preparation of the audit program, audit plan, audit questionnaire, audit report
  - nonconformities statement and classification
  - auditors competence and evaluation
  - auditor - audited roleplay

### **Who should attend?**

- participants responsible for auditing a quality management system
- practitioners who will perform audits
- consultants who wish to perform independent audits
- existing auditors who wish to improve their quality management system auditing techniques

### **Other info:**

- duration: 5 days x 4 hours / day
- the training materials are customized and contain exercises and applications based on your company profile
- it is recommended to previously participate in the training "General presentation of ISO 9001:2008"; it is, also, recommended that the participants possess general knowledge regarding the business practice and the management systems
- during the training (during each of the first four days) a continuous assessment of the participants is performed. Detailed information regarding this assessment is provided during the training
- in the fifth day a 2 hour final examination is held. Detailed information regarding this exam is provided during the training
- graduation certificates are awarded for the participants that fulfil minimum 70% of the total score, both for the continuous assessment, as well as for the final exam
- participation certificates are awarded for those who don't accomplish the necessary score