

globalgroup®

Management System Experts

ISO 9001

Quality Management Systems

2 Day Internal QMS Auditor

Training Course

IRCA INTERNAL QUALITY MANAGEMENT SYSTEM AUDITOR TRAINING COURSE

IRCA Training Organization No:

AO17345

IRCA Internal QMS Auditor Training Course No:

A17409

COURSE OBJECTIVES:

- The objectives of this course when completed are to enable the delegate:
- Have an overview of ISO9001:2008 and the requirements for internal audit.
- To understand the activities, responsibilities & characteristics of an internal auditor.
- To understand and appreciate the differences between compliance and effectiveness internal audits.
- Plan, conduct and report an internal audit of part of quality management system in accordance with ISO 19011
- To carry out an internal audit and gather objective evidence through observation, interview & sampling of documents & records.
- To present audit findings and write the audit report.
- To understand the processes for corrective action, preventive action, follow-up and management review.

Prior Knowledge Requirements:

It is recommended that students have the following prior knowledge;

Management Systems

- Understand the Plan-Do-Check-Act (PDCA) cycle

Quality Management

- A basic knowledge of the concepts of quality management and the relationship between quality management and customer satisfaction
- Understand commonly used quality management terms and definitions, as given in ISO 9001.

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- An understanding of the requirements of ISO 9001, which may be gained by completing an IRCA-certified QMS Foundation training course or equivalent.

LEARNING OBJECTIVES

- Describe with reference to the Plan, Do, Check, Act (PDCA) cycle and the Model of a Process-based Quality Management System, the purpose and structure of ISO 9001:2008
- Plan, conduct and report an internal audit of part of quality management system in accordance with ISO 19011

NOTES FOR DELEGATES

- Throughout the course each delegate is assessed during all exercises as marks are awarded accordingly. In order for any delegate to pass the course all exercises over the entire course must be attended.
- Each delegate shall be required to actively participate in all exercises, case studies and role-playing or actual auditor situations as part of structured activity.
- The use of mobile phones, pagers, etc which could disrupt the course are strictly forbidden. There will be adequate breaks throughout the duration of the course to allow for external communications.
- To ensure full understanding of the course all candidates should study the ISO9001:2008 standard prior to attending the course or have prior experience of it.
- Delegates must have successfully completed either an IRCA certified ISO 9001:2008 Foundation course (or an acceptable alternative) and an IRCA certified ISO 9001:2008 Internal Auditor course (or an acceptable alternative) Or the training requirement specified for any of the other grades
- Delegates shall be assessed continuously by the tutor(s) over the whole course duration. Poor time keeping during the course shall be taken into account during such assessment.