

# Custom Training



## Custom ISO 9001 Internal Auditor Training

## Live group training – customized for you!

Have your internal auditors acquire ISO 9001 auditing skills in the specific context of your company. Training is hands-on and intensive. This ultra-effective course is provided by an IRCA registered instructor / lead auditor who specializes in combining lectures with practical activities.



**3 days | Up to 10 participants**

## Learning Objectives

Upon completion of this course, participants will:

- ✓ Have the practical skills to conduct a complete audit, including preparation, opening and closing meetings, auditing, and writing audit reports
- ✓ Be able to add business value to audits and your company's audit program

## Hands-On Training

This course is based on the "learning by doing" approach. We'll make use of exercises and activities to build real skills and achieve the most effective learning experience.

During our Live Audit Exercises, we'll develop the practical skillsets needed to conduct value-added audits. We'll supervise and guide your auditors-in-training as they hone their skills right at your organizational processes.

Other activities include:

- ✓ Interpretation of requirements through exercises and activities
- ✓ Document review exercise
- ✓ Checklist preparation exercise
- ✓ Corrective action exercise
- ✓ Full audit role play exercise

# Lesson Plan

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## **Part 1: The ISO 9001 Quality Management System**

- ISO 9001 Basics
- Quality Principles
- Process Approach
- Management Systems
- Terms and Definitions

## **Part 2: The Requirements of ISO 9001:2015**

- Overview of the Standard
- Review and Interpretation of the Requirements from the Auditor's Perspective
  - *Clause 4: Context of the Organization*
  - *Clause 5: Leadership*
  - *Clause 6: Planning*
  - *Clause 7: Support*
  - *Clause 8: Operation*
  - *Clause 9: Performance Evaluation*
  - *Clause 10: Improvement*

## **Part 3: The Audit Process**

- Purpose and Types of Audits
- Principles of Auditing
- Document Review
- Defining Audits
- Roles and Responsibilities

## **Part 4: Audit Planning and Preparation**

- Remote Auditing
- Planning and Preparation
- Timing and Scheduling
- Internal Audit Procedure
- Document Review Exercise
- Checklist Preparation Exercise

## **Part 5: The Audit**

- Opening and Closing Meetings
- Auditing Techniques
- Process-Based Auditing
- Evidence
- Audit Findings
- Audit Reports

## **Part 6: Audit Follow-up and Corrective Action**

- Addressing Nonconformities
- Corrective Action
- Preventive Action and Risk Management

## **Part 7: Full Audit Role Play Exercise**

- Audit Planning and Preparation
- Opening Meeting
- Audit Interview
- Audit Findings
- Closing Meeting
- Audit Report

## **Part 8: Live Audit Experience**

- Preparation for the Audit
- Performing an Audit
- Generating an Audit Report

## **Part 9: Conclusion**

- Summary
- Questions and Answers



## Customization

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This course will be tailored to the specific needs and circumstances of your organization, thus making it more relevant and effective:

- ✓ Exercises and activities will be based on your organization and utilize your procedures and records.
- ✓ ISO 9001 requirements will be reviewed and interpreted in the context of your organization.
- ✓ There will be a focus on requirements that are of interest to your organization.
- ✓ Auditing will be practiced at your organization's processes.
- ✓ The format allows for questions and discussions of topics specific to your organization.
- ✓ Teaching style and speed will be adapted to the needs of course participants.

## Assessment

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After completion of the course and receiving their Certificate of Attendance, participants have the opportunity to take an **optional** computer-based exam to upgrade their certification. The optional exam is in multiple-choice format, has a passing score of 70%, and can be re-taken unlimited times without charge.

## Certificate

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Graduates of this course will become **Certified ISO 9001 Auditors** and receive a prestigious Certificate of Attainment:

- ✓ Achievement certified by the International Standards Corporation.
- ✓ Bears the Exemplar Global accreditation mark.
- ✓ Proof of competence through the Exemplar Global Competency Units QM and AU.
- ✓ 2.5 CEUs awarded to fulfill continuing education requirements.
- ✓ Verified by Accredible, blockchain-secured, and accessible online.
- ✓ With only a click of the mouse, participants can share their achievements on LinkedIn, Twitter and other social media, or add their digital certificate to an online resume.

## Prerequisites

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No previous knowledge of ISO 9001 required. Prior to the course, participants need to complete a set of preparation exercises and read the ISO 9001:2015 standard (and bring it to the course).

## Scheduling

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We recommend you schedule this course during your ISO 9001 implementation – after your documentation has been completed – though it can also be taken anytime thereafter.

## Venue

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This course can be delivered remotely (live virtual classroom) or in-person at your company's premises.

## Accreditations

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Certified by Exemplar Global.

