

## OVERVIEW

The ISO 9001:2015 Internal Auditor training course consist of two days of hands-on training on the standard, plus a day of training in auditing techniques. This course teaches the fundamental requirements to conduct Internal Audits in accordance with ISO 19011:2011, "Guidelines for Auditing Management Systems" and goes in depth over each clause of the ISO 9001:2015 standard, focusing on what the standard says, what the standard means, how to apply the standard in the real world and how to audit it. Role-playing audit scenarios helps develop a hands-on understanding that will facilitate the implementation of a good Quality Management System and Internal Audit program.

## TARGET AUDIENCE

This course is intended for individuals responsible for conducting, managing, or participating in the implementation, maintenance or auditing of a Quality Management System, including:

- Management Systems Internal Auditors, Internal Audit program owners
- Quality Directors, Quality Assurance/Quality Control Managers or Supervisors
- Manufacturing, Engineering, Sales, or Supply Chain employees
- ISO Coordinators, Document Control Administrators

This course is designed also for people who just want to get a firm understanding of the ISO 9001:2015 standard and their role in ensuring conformance to the organization's Quality Management System.

## LEARNING OBJECTIVES

- Learn the common framework of the ISO standards, including the High Level Structure
- Understand the certification and transition options
- Learn the requirements of the ISO 9001:2015 standard
- Understand the roles and responsibilities of the Internal Auditor
- Prepare and conduct all phases of an Internal Audit
- Learn to evaluate the effectiveness of responses to nonconformities issued during the audit

## PREREQUISITE

The ISO 9001:2015 Internal Auditor course is designed for individuals with little knowledge of ISO 9001 or Internal Auditing.

## COURSE MATERIALS

Participants receive comprehensive course manuals with reference materials, including:

- Presentation slides
- Workshop exercises
- Training copy of the standard

## LANGUAGE

This course is taught in English. For information on a similar course in Spanish, please contact Mireaux office at 713-589-4680.

## SUMMARY AGENDA

The topics in this course include:

- Background and History of ISO
- ISO Common Framework
- Differences between ISO 9001:2008 and ISO 9001:2015
- ISO Quality Management Principles
- The Process Approach
- Foundation of ISO 9001:2015
- New Concepts and Terms
- Certification and Transition
- Detail overview of the ISO 9001:2015 standard:
  - 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
- The ISO 19011:2011 Standard
- Audit planning & preparation, document review
- Nonconformities
- Performing the Audit
  - Opening meeting
  - Performing the audit
  - Reporting audit results
  - Closing meeting
- Auditor responsibilities
- Audit Closure: Corrective and Preventive action verification and follow-up

## CLASS HOURS AND MEALS

The duration of this course is three days, from 8:30 AM to 4:30 PM each day.

All of our Public courses include the following:

**Meals:** Breakfast, lunch, and afternoon snacks.

**Drinks:** Water, coffee, and sodas available all day.

**TEST AND CERTIFICATE**

A test is administered at the end of the course. A Certificate of Completion is provided to all participants at the end of the class.