



## 2-Day Internal Quality Auditing

The ISO 9000 standard for quality management systems requires that organisations carry out internal audits of their systems. Internal audits are important to confirm that established processes are being implemented effectively. When used correctly, audits can be an important management tool for continuous improvement.

This two day course provides delegates with the ability to carry out effective quality audits within their own organisation. The course has a very practical focus and upon completion delegates will be in a position to apply the training immediately.

### Who should attend?

New internal quality auditors, or previously trained auditors who require a refresher or wish to learn more about how to use auditing to improve the business.

**Course Location:** On-Site at your premises

**Course Duration:** Two Full Consecutive Days, 9.30am - 4.30pm

**No. of Delegates:** 10 delegates max

### Benefits to your organisation

Helps your organisation to maintain and improve its quality management system  
Provides an opportunity to identify quality systems problems and risks  
Promotes ongoing awareness of the quality system  
Demonstrate to customers and certification bodies that the quality is constantly reviewed and any necessary actions are taken.

### Course Content

#### Day 1

- Introduction
- Planning an Audit Programme
- Attributes and Responsibilities of Audit Staff
- Audit Preparation and Strategy
- Opening Meeting
- Gathering Audit Information
- Audit Findings and Closing Meeting
- Actions Arising from Quality Audits
- Follow-up and Close-Out of Audits
- Management Review

#### Day 2

- Live Audit followed by Presentation of Findings

### Delegates Receive:

Auditing of Quality Management Systems  
Training Certificate and course folder with course notes.

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