

Practical Formation of Internal Auditors. ISO 9011-2015

General Objectives:

At the end of the course, professionals are able to:

- Internal Audit is an important quality tool in that it allows through a systematic, independent and documented evidence and objectively evaluate compliance with the principles contained in the Quality Manual, procedures and other documentation. Identifying discrepancies between what is expected and their actual application, leads to corrective actions aimed at optimizing the internal functioning and continuous improvement of the quality function in the company.

Target Audience:

The all professionals :

- Senior managers and middle responsibly in terms of quality management and audits.
- consultants / auditors who wish to deepen or recycle their knowledge.

Hours:

40 Hours

Program Contents:

Module I - Introduction

Steps, objectives and types of audits;

ISO 9001;

Requirements, responsibilities and functions of auditors and audited.

Module II - Technical Strand

The requirements of ISO 9001 in the perspective of the auditor;

Audit phases: preparation, realization, preparation of the report and presentation of results.

Module III - behavioral Strand

The auditor / audited: Assertiveness and the "feed-back";

Planning and time management;

The written expression in the audit report: objectivity and organization.

Module IV - Case study - Conduct an audit on-the-job

company documentation analysis;

Preparation and planning of the audit;

Implementation of the audit in the company;

Preparation of the audit report;

Presentation and discussion of the audit report;

Analysis of technical and behavioral performance of audit teams.