

Internal Auditing Course

2 Days

(Delivered by New Zealand Quality College)



ASSESSING PERFORMANCE // IMPROVING QUALITY // CREATING CONFIDENCE

Purpose

Gain a holistic view of internal auditing – theoretical aspects and the opportunity to practically apply internal auditing processes which are suited to all management systems (including industry and best practice models).

Course Outline

Auditing management systems ensures they are performing effectively and identifies where improvements can be made.

Internal Auditing is a practical two-day course providing the knowledge and confidence needed to complete effective internal audits.

Participants learn the essentials of auditing, including:

- Managing an audit
- Conducting opening and closing meetings
- Interviewing staff
- Collecting objective information
- Relating findings to a standard
- Preparing reports that help management improve systems and performance.

The basis for this course is:

ISO 19011 - Guidelines for quality and/or environmental management systems auditing. The principles apply equally to any management systems standard and examples and case studies to illustrate this are used throughout the course.

Learning Outcomes

Upon successful Completion of this course participants should be able to:

- Define an Internal Audit
- Identify qualifications for auditors.
- Schedule an Internal Audit
- Plan and prepare Internal Audits
- Carry out an audit
- Report audit results
- Conduct follow-up audit activities.

Who should attend?

Will benefit those who are responsible for internal management system audits including department managers, supervisors, quality representatives, engineers and administrative staff who have focus on business improvement, performance and profitability.

Prerequisites

A good working knowledge of the standard to be audited is essential for all students of this course. Standards could include:

- AS/NZS ISO 9001
Quality management systems – Requirements
- AS/NZS 14001
Environmental management systems – Specifications with guidance for use
- NZS 4801
Occupational health and safety management systems – Specifications with guidance for use
- NZS ISO/IEC 17025
General requirements for the competence of testing and calibration laboratories.