



## **ISO 9001 Internal Audit 3 Days – 2.1 CEUs**

The Internal Auditor is one of the most important roles in any quality management system. The DESARA Group emphasizes the importance of adding value from the audit process, so our main objective is to ensure that you are competent and capable of auditing your company's processes upon completion of this course. We accomplish this by emphasizing key concepts with workshops, case studies, and role plays throughout the three days.

In this intensive, 3-day instructor-led training session, you will learn how to audit business processes to the requirements of ISO 9001. In addition, because this course assumes no prior knowledge of quality management systems or ISO 9001, it can also serve as a thorough introductory course for people who need to understand ISO 9001 and its potential impact on an organization.

### **Key topics include:**

- A detailed review of ISO 9001 requirements
- An overview of auditing process
- Your role as an internal auditor
- Preparing for a value-added audit, including building a strategic checklist
- Conducting an audit that management finds helpful, including:
  - Interviewing techniques
  - Handling conflict and delays
  - Analyzing audit findings to determine whether or not there is a nonconformity
  - Communicating findings during the course of the audit
- Reporting audit results so that management takes appropriate action
- Quantifying costs associated with nonconformities
- Following up on audit findings to ensure problems have been addressed and permanently eliminated.

### **Included in the price of this course:**

- Continental breakfast, lunch, and refreshments each course day -- special dietary needs are no problem
- A student manual developed by experienced instructional designers
- A copy of the ISO 9001 standard
- Forms, templates, and worksheets for use back at the workplace
- Certificates upon completion of course requirements