



Internal QMS Auditor Training Course (2 Days) IRCA Reg. A 17218



Overview

- The course is certified by the Governing Board of the IQA International Register of Certificated Auditors (IRCA) and satisfies the auditor training requirements for individuals seeking certification as an Internal Auditor under that scheme.
- This course recognises and builds upon the International Standard ISO 19011 'Guidelines for quality and/or environmental management systems auditing.' and ISO 9000:2005 Quality Vocabulary.

Additional Features

- There is also an option for a further "practical" day where the delegates get to audit within their own organisation under the watchful eye of the trainer.
- At a later day auditor workshops can be facilitated to enhance the audit process.

Course Content

This course has been specifically developed with a strong bias towards practical learning. After an initial introduction to the techniques used in auditing the course proceeds to a series of linked case studies which simulate a live audit. Feedback on performance is given at each stage so that course members can learn, practice and improve their auditing skills. Topics covered on the course are:

- Introduction to Quality Assurance
- ISO 9000
- Audit Preparation (*developing audit programmes, checklists and information gathering*)
- Audit Techniques (*various audit trails*)
- Questioning Techniques (*the auditors friends and enemies*)
- Listening (*skills and problems*)
- Reporting
- Nonconformities and Corrective Action Programmes - (*identifying trends*)
- Audit Follow-up and Close out
- The practical exercises involve:
 - audit preparation
 - live auditing
 - nonconformity reporting
 - observations for improvement
 - closing meetings



Learning Objectives

By the end of the course, trainees will be able to:

- | | |
|-----------------------|--|
| Understand | the principles underlying quality management
the requirements of ISO 9001:2000
how quality systems are structured
audit process and use of techniques
the internal auditor registration scheme |
| Have practised | planning for an audit
preparing for an audit
collecting evidence by audit review
managing an audit team
evaluating nonconformities
writing and reporting audit findings |
| Have received | continuous assessment
feedback on performance |
| Be capable | of adding value through audit |

Summary of Course Features

The course is certified by the International Register of Certificated Auditors (IRCA Course Number A17218). Specific features of the course and supporting administration include:

- IRCA approved training
- certificates will be issued within one week of course conclusion
- highly interactive and participative training
- the course focuses on using audit as an improvement tool in line with ISO 9001:2000 philosophy
- programme flexibility

Course Tutors

Our courses are delivered by MfQ's experienced trainers, all of whom are also IRCA registered Lead Auditors.

Managing for Quality Ltd
249 Spendmore Lane, Coppull near Chorley, Lancs PR7 5DS
Tel: 01257 471 345 Fax: 01257 471 343
Email: mfq@mfq.co.uk www.mfq.co.uk