

PERRY JOHNSON CONSULTING, INC.

The World Leader in ISO 9000 Standards

ISO 9000:2008 INTERNAL AUDITOR TRAINING

Course Outline

- I. Introduction**
- II. Meeting the Requirements of ISO 9000**
 - A. The Goal and Purpose of ISO 9000
 - B. ISO 9000 Quality System Requirements
- III. Understanding Process Based Auditing Principles**
 - A. Guidelines for Internal Auditing
 - B. Three Types of Audits
 - C. Interpreting Audit Definitions
 - D. Process Approach
 - E. What is a Quality System?
 - F. What is an Audit?
- IV. Ground Rules for Auditors**
 - A. The Key Players
 - B. The Auditor's Responsibilities
 - C. Characteristics of an Auditor
 - D. Audit Program Management
- V. Planning Ahead for an Effective Process Audit**
 - A. Selecting the In-House Audit Team
 - B. Identifying the Scope and Objectives of the Audit
 - C. Planning and Preparing for the Process Based Audit Program
 - D. Creating Checklists or Working Documents
- VI. Seeking Objective/Audit Evidence through Documentation**
 - A. Sizing Up Quality Manuals, Procedures & Work Instructions
 - B. Necessary Audit Procedures
 - C. Maintaining Quality Records
- VII. Performing a Process Based Internal Audit**
 - A. Conducting the Internal Audit
 - B. Effective Interviewing Techniques
 - C. Collecting Evidence through Observations
 - D. Identifying and Recording Nonconformances
 - D. Preparing for the Closing Meeting
- VIII. Reporting Audit Results**
 - A. Audit Report Essentials
 - B. Distributing the Audit Report
- IX. Corrective/Preventive Action**
 - A. Responsibilities of the Auditee
 - B. Follow-Up Scheduling
 - C. Monitoring Corrective/Preventive Action
 - D. Continual Improvement