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ISO 9001:2008 Internal Auditor Training

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Abstracts

GENERAL INFORMATION ABOUT ISO 9001

The ISO 9000 is the world's most recognized quality management standard. The ISO 9000 family addresses various aspects of quality management and contains some of ISO's best known standards. The standards provide guidance and tools for companies and organizations who want to ensure that their products and services consistently meet customer's requirements, and that quality is consistently improved.

ISO 9001:2015

ISO 9001 is the world's most widely recognized Quality Management System (QMS). It belongs to the ISO 9000 family of quality management system standards and helps organizations to meet the expectations and needs of their customers, amongst other benefits.

An ISO 9001 quality management system will help you to continually monitor and manage quality across all operations, and outlines ways to achieve, as well as benchmark, consistent performance and service. Internationally, it is the quality system of choice.

ISO 9001:2015 sets out the criteria for a quality management system and is the only standard in the family that can be certified to (although this is not a requirement). It can be used by any organization, large or small, regardless of its field of activity. In fact, there are over one million companies and organizations in over 170 countries certified to ISO 9001.

This standard is based on a number of quality management principles including a strong customer focus, the motivation and implication of top management, the process

approach and continual improvement. Using ISO 9001:2015 helps ensure that customers get consistent, good quality products and services, which in turn brings many business benefits.

As an ISO 9001 certified organization you will have implemented Quality Management System requirements for all areas of the business, including:

Facilities

People

Training

Services

Equipment

ISO 9001 certification is suitable for all sizes and types of organizations and is well established around the world as an invaluable Quality Management System standard. It is suitable for organizations in all industry sectors and will help your organization to improve management processes to compete locally and/or globally.

The process encompasses the entire organization and requires senior management buy-in, it is not just a function of the Quality Department. To achieve ISO 9001 certification your organization needs to demonstrate that it can meet the regulatory requirements and apply the system effectively to be of real benefit to your customers.

Sector-specific applications of ISO 9001

ISO has a range of standards for quality management systems that are based on ISO 9001 and adapted to specific sectors and industries. These include:

ISO/TS 29001 – Petroleum, petrochemical and natural gas industries

ISO 13485 – Medical devices

ISO/IEC 90003 – Software engineering

ISO 17582 – Electoral organizations at all levels of government

ISO 18091 - Local government

BENEFITS OF ISO 9001

ISO 9001 Certification will provide maximum benefit to your organization if it approaches ISO 9001 implementation in a practical way. This will ensure that the Quality Management Systems that are adopted, work to improve the business and are not just a set of procedures that your employees will find hard to manage.

By adopting an approach that starts out to implement more efficient working practices and focuses on the business objectives of the organization, you will achieve a system that will help and support your staff, and improve your levels of customer satisfaction.

Whether you use an external assessor or allocate an internal resource to carry out the initial assessments, you will need to ensure that they have buy-in from senior management, so that all areas of the organization are aware of the importance of the ISO 9001 Certification process.

ISO 9001 Certification is not just suitable for large organizations but also small businesses that will benefit from adopting efficient Quality Management Systems that will save time and cost, improve efficiency and ultimately improve customer relationships.

Some of the benefits to your organization:

Provides senior management with an efficient management process

Sets out areas of responsibility across the organization

Mandatory if you want to tender for some public sector work

Communicates a positive message to staff and customers

Identifies and encourages more efficient and time saving processes

Highlights deficiencies

Reduces your costs

Provides continuous assessment and improvement

Marketing opportunities

Some of the benefits to your customers:

Improved quality and service

Delivery on time

Right first time attitude

Fewer returned products and complaints

Independent audit demonstrates commitment to quality

CERTIFICATION TO ISO 9001:2015

Checking that the system works is a vital part of ISO 9001:2015. It is recommended that an organization performs internal audits to check how its quality management system is working. An organization may decide to invite an independent certification body to verify that it is in conformity to the standard, but there is no requirement for this. Alternatively, it might invite its clients to audit the quality system for themselves.

The ISO 9001 internal auditor training package is available for different industries such as general industry, health and safety, and medical devices. It can be taken in any format among the following:

Classroom

Download

Online

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Webinar

ISO 9001 internal auditor training is designed to help participants understand the application of quality management principles in the context of ISO 9001:2015. It helps them to:

Relate the quality management system to the organizational products, services, activities and operational processes.

Relate organization's context and interested party needs and expectations to the planning and implementation of an organization's quality management system.

Understand the application of the principles, procedures and techniques of auditing.

Understand the conduct of an effective audit in the context of the auditee's organizational situation.

Understand the application of the regulations, and other considerations that are relevant to the management system, and the conduct of the audit.

Practice personal attributes necessary for the effective and efficient conduct of a management system audit.

ISO 9001 audit training helps participants to understand:

Audit Scenarios

Independent QMS Written Exercise

Introduction to Turtle Diagrams and Audit Trails

Management of Audit Programs

Audit Planning and Preparation

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Writing an Objective and Scope Statement

Documentation Review

Creating an Audit Plan

Performing the Audit

Writing Nonconformity Statements

Closing Meeting

Completing the Audit Report

Corrective Action and Closeout

Management Systems Auditing Written Exercise

They will also help participants understand:

Why is ISO 9001 Being Revised?

What Are the Changes?

What Are the Revision Timelines?

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Contents

It contains the following areas:

I. THE STANDARD

II. THE AUDIT INTRODUCTION TO ISO 9001:2008

Understand the systems that must be in place for ISO 9001:2008
Exibit effective internal auditing to the ISO 9001:2008 family of standards
Understand effective auditing and the process approach
Understanding of the Process Approach
Link ISO 9001:2008 to Quality Management Principles
Know the requirements of being an auditor
Assemble an audit team
Plan, prepare and execute an audit
Introduction to auditing

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