Internal Quality System Auditing (IQSA)

An effective and powerful internal audit program is the key to successful certification and improvement of your Quality Management System (QMS). This highly acclaimed, activity-based seminar will show you how to plan and conduct process-based audits to the ISO9001:2015 QMS specification, under Clause 9.2 Internal Audit. An actual audit is included in the 3-day format; a case study audit is used in the 2-day format. Specific auditing seminars are available for ISO9001:2015, ISO13485:2015, IATF 16949 Quality Management Systems and ISO14001:2015 Environmental Management System.

Hours: 8 a.m. – 4 p.m.
Length: 2-3 days

Course Objectives
Participants will learn:
- How to plan an audit
- How to develop an audit strategy
- How to develop and use audit checklists
- How to conduct an audit
- How to audit for effectiveness along with conformance
- How to avoid conflict and make the auditee feel comfortable
- How to document audit findings

Who Should Attend:
Internal quality auditors, audit program managers, supplier quality engineers and other individuals involved in internal auditing to ISO9001:2015, IATF 16949, ISO13485.

Related Seminars:
- ISO9001:2015 QMS
- ISO13485:2015
- IATF 16949
- ISO14001:2015
- Related Core Tools

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Seminar Content

ISO9001:2015, IATF 16949, ISO13485 and the Process Approach to Quality Management
- Process Defined
- The Process Approach
- Customer Processes
- Overview of ISO9001:2015, IATF 16949, ISO13485
- Customer Specific Requirements

Introduction to Process-Based Auditing
- Overview of the Audit Process
- Auditing Processes vs. Elements

Phase I--Audit Planning
- Audit Scope and Objectives-Selecting the Processes to be Audited
- Identifying and Collecting Information
- Planning the Audit Strategy Using the Process Approach
- The Audit Plan
- Review of the Process Audit checklists
- Workshops

Phase II--Audit Execution
- Interviewing Skills
- Interviewing Challenges
- Managing Audit Conflict
- Audit Strategies
- Documenting Observations
- The Closing Meeting
- Workshops-real audit or case study

Phase III--Post-Audit Activities
- The Audit Report
- Audit Corrective Actions