
ISO 9001:2000 Internal Auditing

On-Site Seminar

The ISO 9000 (ANSI/ASQ Q9000) Series Standards provide models and guidelines for implementing the Quality Management Systems needed to compete in a global marketplace. As part of Implementing an ISO 9000 Series compliant system, companies must provide for formal and ongoing Internal Audits of the Quality Management System.

ISO 9001:2000 Internal Auditing provides information on the skills, techniques, and approaches necessary for successfully auditing an ISO 9001:2000/Q9001-2000 based Quality Management System. Participants will learn key terms and definitions, specific requirements of the Standard, roles and responsibilities of Internal Auditors, how to plan and conduct an Internal Audit, how to report results, how to initiate and verify necessary corrective actions, and how to learn more about Internal Auditing.

This Seminar is oriented toward Executives, Managers, Supervisors, and Quality Professionals. It consists of seven instructional units requiring approximately 8 hours for presentation plus an additional 8 hours of practice audits involving all participants. Participant Materials include copies of all slides, key reference information, and current information on relevant agencies and resources.

Call us to learn more about implementing the ISO 9000/Q9000 Series Standards for your company.

Seminar Outline:

Unit 1 - Role of Internal Audits

- Introduction
- Key Terms and Definitions
- Types of Audits
 - Internal
 - Second Party (External)
 - Third Party (Extrinsic)
- Purpose of Internal Audits

Unit 2 - ISO 9001:2000/Q9001-2000 Requirements

- Introduction
- Quality Management System
- Management Responsibility
- Resource Management
- Product Realization
- Measurement, Analysis and Improvement

Unit 3 - Internal Audit Personnel

- Introduction
- Roles and Responsibilities
- Skills and Qualifications
- Independence and Objectivity
- The Internal Audit Team

Unit 4 - Internal Audit Planning

- Introduction
- Types of Internal Audits
 - Desk Audits
 - Floor Audits
- Audit Methodologies
 - Element Audits
 - Process Audits
- Developing the Audit Plan
- Use of Checklists and Forms
- Scheduling and Notification

Unit 5 - Conducting an Internal Audit

- Introduction
- Opening Meeting
- Collecting Information
 - Interviewing Techniques
 - Documenting Results
 - Interpreting Results
- Reporting Results
 - Audit Report
- Closing Meeting

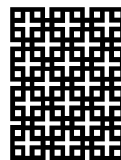
Unit 6 - Corrective Action

- Introduction
- Corrective Action Requests
- Responsibilities for Corrective Action
- Verification of Corrective Action
- Management Review

Unit 7 - Learning More About Internal Auditing

- Introduction
- Sources for Documents
- Related Publications and References
- Resources

Innovations PLUS



11 Helmsford Way
Penfield, NY 14526-1971
Phone: 585-377-8340
Fax: 585-377-7569
www.iplusnet.com