



- Quality Management ISO 9001
- Environmental Management ISO 14001
- Food Safety Management ISO 22000
- OHSAS 18000
- ISO Training
- ISO IMPLEMENTATION
- SHEQ Consulting
- HACCP (Food Safety)
- EUREPGAP



ISO 9001 INTERNAL AUDITOR COURSE

3 DAYS COURSE PROGRAMME

OBJECTIVES OF THIS COURSE

Key objective: The objective of this course is to ensure that quality practitioners and line managers have the knowledge and practical skills to prepare for, plan and process a structured quality management system audit – understanding the basic concepts of ISO 9001:2000

Other objectives of this course:

- to introduce students to the world of quality auditing
- to train students to conduct a audit during the quality management audit process
- to enable students to complete and use relevant audit documentation
- to give students a chance to apply their newly acquired knowledge.

NOTE: At the end of the course (day 3) delegates need to write a theoretical examination to proof effectiveness of training.

The following requirements apply to all sections of the training course, regardless of media and method of delivery:

- Training is highly participative to allow all students to apply new knowledge and enhance their learning, and the training methods will involve and engage students throughout the duration of the course.
- Each student must participate in practical, interactive activities.

The following topics/ learning outcomes (amongst others) will be covered during the course

DAY 1: INTRODUCTION TO ISO 9001:2000

- **Explain the purpose and intent of the ISO 9001 standard:**
- Explain the purpose of a quality management system.
- Explain the purpose of the ISO 9001:2000 standard, how they interrelate to other systems (ISO 14001, ISO 22000, SANS 0330 and OHSAS 18001) and the benefits to organisations using these ISO standards.
- Explain the elements of ISO 9001.
- Outline the content of ISO 9001.
- **Describe the ISO 9001:2000 requirements:**

For each numbered clause of ISO 9001:2000

- Explain the intent of the requirement.
- Suggest possible ways in which organisations might satisfy the requirement.
- Explain key ISO definitions and terminology.
- Draw the continual improvement cycle, based on the requirements of relevant ISO standards

DAY 2: DEVELOPMENT OF QUALITY MANAGEMENT SYSTEMS AND THE AUDIT PROCESS

- **Explain the relationships between the clauses of the ISO standards:**
- Describe how the requirements of the relevant ISO standards relate to the model of a process-based management system.
- Determine conformance of a management system to the relevant requirements.
- Use and development of documentation as required by the standard
- Process flow charts
- Document templates
- Procedure writing
- Quality policies
- Quality management system manual
- Quality management system procedures
- Quality management system work instructions
- Control of documents

The auditing process

- Steps in the audit process
- Types of audits
- Audit techniques
- Audit findings
- Findings matrix
- Non-conformances

DAY 3: AUDIT DOCUMENTATION

- Applying auditing techniques - using case studies and practical examples.
- Completing all related records and documents according to ISO 19011 – Standard for auditing.

Hennie van Vreden
Marketing Manager
Superior SHEQ Systems
Cell: 073 494 0362
Office: 018 469 1555
Fax: 018 469 2964
E- mail: superiorsheq@absamail.co.za
Web: www.superiorsheq.co.za