ISO 9001:2015 Quality Management System (QMS)
Internal Auditor Competency Training

Course Introduction

Internal audits are a fundamental requirement of ISO 9001:2015 and play a vital role in evaluating the effectiveness of an organisation's Quality Management System (QMS). This two-day programme develops participants' competency to plan, prepare, conduct, report and follow up internal audits in accordance with ISO 9001:2015 and ISO 19011 guidelines. The programme combines theory with practical audit simulations, case studies, interview exercises, checklist development and report writing.

Programme Objectives

- Understand the purpose and importance of internal auditing.
- Understand ISO 19011 auditing principles and methodology.
- Interpret ISO 9001:2015 requirements from an auditor's perspective.
- Plan and prepare effective internal audits.
- Develop process-based audit checklists.
- Conduct systematic internal audits.
- Collect objective audit evidence.
- Prepare NCRs and CARs effectively.
- Verify corrective actions.
- Prepare professional audit reports.

Learning Outcomes

- Explain the internal audit process.
- Conduct internal audits confidently.
- Develop audit plans and checklists.
- Collect and evaluate objective evidence.
- Classify audit findings accurately.
- Prepare NCRs and audit reports.
- Support continual improvement.

Who Should Attend

- Internal Auditors
- Quality Managers
- Quality Engineers
- QA/QC Personnel
- Management Representatives
- ISO Coordinators
- Department Heads

- Supervisors
- Process Owners
- Operations Personnel
- Anyone involved in QMS implementation

Training Methodology

- Interactive lectures
- Facilitated discussions
- Case studies
- Group activities
- Hands-on workshops
- Audit simulations
- Role plays
- Trainer coaching
- Q&A sessions

How You Will Learn

- Interactive presentations
- Real-life audit scenarios
- Checklist development
- Interview role-play
- Evidence collection exercises
- NCR writing workshop
- Audit report preparation
- Experience sharing

Course Outline

Day 1 – Audit Planning & Preparation

Module 1: Audit Principles (ISO 19011)

- Introduction to Internal Auditing
- Purpose of Internal Audits
- ISO 19011 Guidelines
- Audit principles & ethics
- Types of audits
- Auditor competency

Module 2: Audit Planning

- Audit programme vs audit plan
- Objectives, scope & criteria
- Risk-based audit planning
- Audit schedule

- Documentation

Module 3: Audit Checklist Development

- Process-based auditing
- Clause-based auditing
- Process mapping
- Sampling techniques
- Preparing audit checklists

Module 4: Interview & Evidence Collection

- Interview techniques
- Communication skills
- Types of audit evidence
- Observation & document review
- Recording evidence

Day 2 – Audit Execution & Reporting

Module 5: Conducting Internal Audits

- Opening meeting
- Audit execution
- Audit trail
- Closing meeting

Module 6: Audit Findings & Classification

- Conformity vs nonconformity
- Major vs minor NCR
- Objective evidence
- Opportunities for Improvement

Module 7: NCR & CAR Writing

- Writing effective NCRs
- Root cause identification
- Corrective Action Requests
- Verification

Module 8: Corrective Action & Audit Reporting

- Corrective action process
- Follow-up audit
- Audit report preparation
- Management reporting

Practical Workshop

- Audit planning exercise

- Checklist preparation
- Interview simulation
- Audit role play
- Evidence collection
- NCR writing
- Root cause analysis
- Audit report preparation

Assessment Method

- Class participation
- Group activities
- Practical exercises
- Audit simulation
- Trainer observation

Training Materials Provided

- Training manual
- Audit plan template
- Audit checklist template
- NCR & CAR forms
- Audit report template
- Workshop case studies

2-Day Training Schedule

Time	Day 1	Day 2
9:00–9:30	Registration & Introduction	Recap of Day 1
9:30–10:45	Module 1	Module 5
10:45–11:00	Morning Break	Morning Break
11:00–12:30	Module 2	Module 6
12:30–1:30	Lunch	Lunch
1:30–3:00	Module 3	Module 7
3:00–3:15	Afternoon Break	Afternoon Break
3:15–4:30	Module 4	Module 8
4:30–5:00	Workshop & Q&A	Assessment, Wrap-up & Certificates

Key Benefits

- Conduct value-added internal audits
- Improve ISO 9001 compliance
- Enhance auditing competency
- Strengthen problem-solving
- Support continual improvement
- Increase organisational performance