

# Process-Based Internal Audit – ISO 9000

## Course Objectives

Since the launch of ISO 9001:2000 eight years ago, two questions commonly uttered by almost all auditors are: What is process-based auditing? How is process-based audit different from procedures-based audit?

Indeed process-based auditing is so different from procedures-based auditing which has been the audit methodology since the ISO 9001 standard was first published in 1987. This course seeks to give the answers to auditors who want to know how to conduct process-based audits systematically to help identify areas of improvement to their respective quality management systems.

## Course Outline

- Brief overview of ISO 9001:2000 (including the latest ISO 9001:2008 which was released on the 15 November 2008)
- The Correct ISO 9001 Perspective – a must-have before auditing
- Understanding the Real Objectives of Internal Auditing
- Possible Problem Areas when Auditing to ISO 9001:2008
- The Internal Audit Requirements – the PDCA Cycle
- The Roles of the QMR and Lead Auditors in the Internal Audit process
- Planning for Internal Audits
- Checklist Development
- Audit Execution – the Process-based Approach vs the older Procedures-based approach
- Collecting Evidence
- Reporting on Non-conformances
- Judging Non-conformances
- Writing the Audit Report
- Audit Follow-up
- The Audit Post-mortem via Management Review
- Practical case-studies and workshops involving real-life examples

## Who Should Attend

Internal Auditors, Quality Management Representatives and Practitioners, Lead Auditors and Internal Audit Programme Administrators, and Quality Professionals.

## Training Details

Duration	2 Days
Time	9.00 am to 5.00 pm
Fee	\$620.60 per participant <i>(Inclusive of GST)</i> <i>(This course is eligible for SDF Support on a case-by-case basis)</i>

## Enquiries

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