



Course Outline

e-Learning ISO 9001:2008 Internal Auditor

Course Target Group

This course is targeted at senior supervisors and management.

Course Objective

This course will cover the aspects to becoming an internal auditor for ISO 9001-2008. You will understand the ISO 9001:2008 requirements for a quality system structure and documentation, plus audit methodology and techniques. It will also cover and give practice on internal audit non-compliance and how to convert a written procedure to a process map or flowchart.

This course includes the following lessons:

- Background and development of ISO 9001:2008
- The structure and requirements of ISO 9001:2008
- The process management approach
- Audit preparation and planning

After completing this course, the student will be able to:

- Understand all sections of the ISO 9001:2008 requirements
- Identify quality systems structure and documentation as well as what a quality system looks like
- Define audit methodology and techniques
- How to conduct an internal audit
- How to convert a written procedure to a process map or flowchart
- How to prepare an audit plan
- How to prepare audit interview questions
- What is objective evidence
- What is the process audit planning

Course Content

LESSON 1: Background and Development of ISO 9001:2008

This lesson focuses on the following topics:

- Introduction
- Major changes in ISO 9001:2008
- The quality management principles

LESSON 2: The Structure and Requirements of ISO 9001:2008

This lesson focuses on the following topics:

- Introduction
- Evolution of the standard
- ISO 9001:2008 structure
- Open ended requirements
- The documentation requirements of ISO 9001:2008

LESSON 3: The Process Management Approach

This lesson focuses on the following topics:

- Introduction



- The process management approach
- The planning phase
- Establish process measurements
- Analyse the process
- Design or redesign the process
- Process mapping

LESSON 4: Planning and Conducting the Audit

This lesson focuses on the following topics:

- Introduction
- Fundamentals of auditing
- Decide how to audit

Learning Assumed To Be In Place

Tertiary education plus.

Course Duration & Cost

Duration : 6 hours depending on prior learning

Cost: R1,300-00 (excluding VAT) per delegate

Assessment & Certification

In order to obtain certification, delegates are required to undergo an online assessment. Successful candidates will be awarded a certificate from **Wareham & Associates**.

Contact Details

For more information regarding the above or any other training requirements, please contact our **Training Administrator, Emily Ackerman** on 021 713 2380 or email emily@wha.co.za