

Course No. 1958

ISO 9001 Internal Auditor & Quality Auditing Training Course

QUALITY MANAGEMENT SYSTEMS & INTERNATIONAL STANDARDS
QUALITY MANAGEMENT & OPERATIONAL EXCELLENCE

DURATION

5 Days

DELIVERY

Classroom



Course Overview

The ISO 9001 Internal Auditor & Quality Auditing Training Course provides a practical and structured approach to planning, conducting, reporting, and following up internal audits within quality management systems based on ISO 9001 requirements. The program develops the knowledge and practical skills required to evaluate whether quality processes are effectively implemented, maintained, and aligned with organizational objectives and applicable requirements.

Participants will explore the principles of quality auditing, audit planning, risk-based audit approaches, audit criteria, evidence collection, interviewing techniques, sampling, process evaluation, and identification of conformity and nonconformity. Particular attention is given to conducting objective and evidence-based audits that generate meaningful findings rather than simply verifying documentation.

The course also addresses the responsibilities and professional competencies of internal auditors, including independence, impartiality, professional judgment, communication, confidentiality, and effective interaction with process owners. Participants will learn how to identify systemic weaknesses, investigate the causes of audit findings, and distinguish isolated issues from broader process or management system failures.

Through practical exercises, case studies, simulated audit interviews, audit documentation, and reporting workshops, participants will develop the capability to conduct effective internal audits that support compliance, process improvement, risk reduction, operational consistency, and continual improvement of the quality management system.

Objectives

- By the end of the course, participants will be able to:
- Explain the principles, purpose, and value of internal quality auditing.
- Interpret ISO 9001 requirements from an internal auditing perspective.
- Develop risk-based internal audit programs and audit schedules.
- Define audit objectives, scope, criteria, resources, and responsibilities.
- Prepare effective audit plans, checklists, and working documents.

- Apply appropriate methods for collecting and verifying objective evidence.
- Conduct professional and effective audit interviews.
- Evaluate processes against defined requirements and performance expectations.
- Identify, classify, and document conformity and nonconformity.
- Analyze audit evidence to determine the significance and extent of findings.
- Apply root cause analysis to quality audit findings.
- Evaluate the effectiveness of corrective actions.
- Prepare clear, objective, and evidence-based audit reports.
- Communicate audit findings effectively with process owners and management.
- Strengthen auditor independence, impartiality, professional judgment, and communication skills.
- Improve the contribution of internal auditing to continual improvement and organizational performance.

Who Should Attend

This course is designed for quality managers, quality assurance professionals, quality control specialists, internal auditors, management system coordinators, process owners, compliance professionals, and employees responsible for implementing, maintaining, or auditing quality management systems.

It is also suitable for department managers, operations managers, technical professionals, project managers, HSE and operational excellence specialists, risk professionals, and professionals who participate in internal audits or are responsible for responding to audit findings and corrective actions.

The program is particularly relevant to government entities, banks and financial institutions, oil and gas organizations, manufacturing companies, engineering and construction firms, healthcare organizations, utilities, infrastructure operators, technology companies, and large corporations implementing ISO 9001-based quality management systems.

Learning Outcomes

- Upon completion of the course, participants will be able to:
- Explain the structure and auditing implications of ISO 9001 requirements.
- Establish an effective internal quality audit program.
- Develop audit plans based on organizational risks, processes, and priorities.
- Prepare audit checklists that support effective process evaluation.
- Conduct opening and closing meetings professionally.
- Collect sufficient, relevant, and verifiable audit evidence.
- Use interviewing, observation, document review, and sampling techniques effectively.
- Evaluate process performance and implementation against defined requirements.
- Identify and clearly document audit findings and nonconformities.
- Distinguish between evidence, observations, findings, and conclusions.
- Determine the potential significance and systemic nature of audit findings.
- Perform root cause analysis for significant nonconformities.
- Evaluate corrective action plans and verify their effectiveness.
- Prepare professional internal audit reports for management.
- Communicate audit results constructively while maintaining auditor objectivity.
- Use internal auditing as a tool for continual improvement and quality performance enhancement.

Course Outline

DAY 01

ISO 9001 Requirements and Fundamentals of Quality Auditing

- Purpose and principles of ISO 9001.
- Structure and key requirements of the quality management system.
- Process approach and risk-based thinking.
- Context of the organization and interested parties.
- Leadership and quality management responsibilities.
- Planning, objectives, and quality risks.
- Operational planning and process controls.

DAY 01 — CONTINUED

- Performance evaluation and continual improvement.
- Principles and types of quality audits.
- Internal, external, and certification audits.
- Auditor roles, responsibilities, independence, and impartiality.

PRACTICAL APPLICATION

Review a simplified quality management system and identify key audit areas, processes, requirements, and potential audit risks.

DAY 02

Internal Audit Planning and Preparation

- Establishing an internal audit program.
- Risk-based audit planning and prioritization.
- Defining audit objectives, scope, and criteria.
- Selecting audit methods and resources.
- Preparing audit schedules and audit plans.
- Developing effective audit checklists.
- Reviewing documented information before the audit.
- Identifying process risks and critical controls.
- Auditor competency and audit team responsibilities.
- Preparing audit working papers and evidence records.
- Planning opening and closing meetings.

PRACTICAL APPLICATION

Develop a risk-based internal audit plan and checklist for a selected quality management process.

DAY 03

Conducting Internal Quality Audits

- Opening meetings and establishing audit communication.
- Process-based auditing techniques.
- Effective audit interviewing.
- Questioning techniques for auditors.
- Observation and verification of operational activities.
- Document and record review.
- Sampling techniques and evidence selection.
- Following audit trails across organizational processes.
- Evaluating process effectiveness and conformity.
- Identifying objective evidence.
- Maintaining auditor objectivity and professional judgment.
- Managing difficult audit situations and resistance.

PRACTICAL APPLICATION

Conduct a simulated internal audit using interviews, document review, observation, sampling, and evidence collection techniques.

DAY 04

Audit Findings, Nonconformities, and Corrective Actions

- Identifying and evaluating audit findings.
- Distinguishing conformity, observation, opportunity for improvement, and nonconformity.
- Writing clear and evidence-based nonconformity statements.
- Evaluating the extent and significance of findings.
- Identifying systemic versus isolated issues.
- Root cause analysis techniques.
- Developing effective corrective actions.
- Evaluating proposed corrective action plans.
- Verification of corrective action implementation.

DAY 04 — CONTINUED

- Assessing corrective action effectiveness.
- Escalation of significant or recurring findings.

PRACTICAL APPLICATION

Analyze simulated audit evidence, formulate nonconformity statements, conduct root cause analysis, and develop corrective action requirements.

DAY 05

Audit Reporting, Follow-Up, and Continual Improvement

- Preparing professional internal audit reports.
- Structuring audit conclusions and recommendations.
- Communicating audit results to process owners and management.
- Conducting effective closing meetings.
- Audit finding follow-up and closure.
- Verifying corrective action effectiveness.
- Monitoring recurring and systemic audit findings.
- Using audit results to identify improvement opportunities.
- Linking internal audit results with quality objectives and performance.
- Measuring internal audit program effectiveness.
- Improving auditor competency and audit practices.
- Preparing for external and certification audits.

FINAL WORKSHOP

Conduct a complete simulated ISO 9001 internal audit from planning and opening meeting through evidence collection, findings, nonconformity reporting, closing meeting, corrective action evaluation, and final audit report.



Register or Request More Information

Course page: <https://quest-training.com/courses/iso-9001-internal-auditor-quality-auditing-training-course>

Website: <https://quest-training.com>

Email: info@quest-training.com

Phone: +905016771440

