

# ISO 9001:2015 Internal Auditor

## Two day course

An ineffective audit can mean severe consequences; resulting in process failure, customer dissatisfaction and regulatory noncompliance. Optimize your auditing skills with the internationally recognized ISO 9001:2015 and boost your internal audit capabilities. Gain confidence in planning and performing an effective audit, as well as reporting and taking corrective action where necessary.



### How will I benefit?

- Prepare, conduct and follow-up on ISO 9001:2015 audit activities
- Apply the benefits and requirements of an ISO 9001:2015 audit
- Gain the skills to assess an organization's capability to manage its quality management system (QMS)
- Offer confidence to customers and suppliers that a product or service meets regulatory requirements
- Write factual audit reports and suggest corrective actions
- Enhance customer satisfaction through effective audit application and commitment to continual improvement.



### What will I learn?

This course develops the necessary skills to assess and report on the conformance and implementation of processes based on ISO 9001:2015. You'll learn how to initiate an audit, prepare and conduct audit activities, compile and distribute audit reports and complete follow-up activities.



### Who should attend?

This course is ideal for anyone involved in the auditing, maintaining or supervising of an ISO 9001:2015 QMS.

“ I have previously attended the internal auditor course and since implemented a QMS for my place of work. The trainer was excellent and keeps you engaged throughout. ”

Claire Pressdee-Collins, Quality and BCP Manager, Ofcom

Book this course online by visiting

<http://www.bsigroup.com/en-SG/Our-services/Singapore-Training-Courses/>  
or call us today on +65 6270 0777

# BSI Training Academy

## Agenda

### Day 1

- ISO 9001 Quality management system
- Intended outcomes
- Components overview
- Internal audit requirements
- ISO 19011 Auditing guidelines
- Auditing terms and definitions
- Plan, execute, report and close-out
- Process for auditing
- Audit evidence and programme
- Audit scope, objectives and criteria
- Principles of auditing
- Audit activities and responsibilities
- Planning and initiating the audit
- Document review and sampling
- Audit work documents
- Executing the audit
- Opening meeting
- Communications, attributes and question types
- Verifying information
- Recording the objective evidence
- Internal audit video

### Day 2

- Day 1 review
- Executing the audit
- Nonconformities
- Simulated internal audit
- Documenting nonconformities
- Preparing audit conclusions and closing meeting
- Report an audit
- Typical audit report contents
- Audit close-out
- Quiz
- Course review and questions
- Reflection and feedback

## Our knowledge

We don't just train you to meet standards – we create them. As the world's first National Standards Body and a founding member of ISO, no one knows standards like BSI. Our expert knowledge means a lot and when you train with us, you benefit from this expertise.

## Our tutors

Our tutors are the best in the business. As experienced assessors, they'll transfer the knowledge you need to embed standards into your organization and develop them through continual improvement.

Book today by visiting [bsigroup.com/training](https://bsigroup.com/training)

## Our approach

Our high impact accelerated learning approach is proven to fast-track learning by improving knowledge retention and skill application. This course is activity based, resulting in a deeper understanding of material and greater impact on job performance.

## Your expertise

Our training courses will give you the knowledge and skills to embed the standards that matter to you the most. To promote your professional development, you'll receive a personalized BSI Training Academy certificate that's recognized worldwide.

Note: All course information is based on ISO/DIS 9001:2015. You'll receive a complimentary update when the final standard publishes to ensure you're fully informed of any changes. We'll also reissue an updated certificate.

BSI Group Singapore  
1 Robinson Road  
#15-01 AIA Tower Singapore 048542  
T: +65 6270 0777  
E: [training.sg@bsigroup.com](mailto:training.sg@bsigroup.com)