



BSI Training Academy

ISO 9001:2015 Requirements and Internal Auditing training course

Essential information about the course

Level **1** **2** **3**

As the world's leading Quality Management System (QMS), ISO 9001 helps organizations to increase customer satisfaction, deliver quality products and services, and continually improve. So it's no surprise that organizations invest in training their people to get the knowledge and skills to use ISO 9001 and build a resilient organization.

If you're new to ISO 9001 and internal auditing for this management system, then this course is for you. It's a great place to start and an excellent introduction to the standard. The course will enable you to prepare for and initiate

an internal audit and give you the vital skills to compile and distribute audit reports.

Combining our ISO 9001 requirements and internal auditing courses, over three days, this course provides an in depth understanding of the standard and best practice internal auditing methods. Packed with practical activities, group discussion and classroom learning, our expert tutors will make sure you complete the course feeling confident that you can apply your new knowledge and perform an effective audit to help your organization to continually improve.



Upon successful completion of your course, you'll receive an internationally recognized BSI certificate.

Please note: this course includes the content of our ISO 9001 Requirements and our ISO 9001 Internal Auditing training course, and so delegates do not need to attend these programmes

"The trainer made the course different from other courses, you felt part of the course and could contribute because of this. Also the pace and structure took into account the experience in the room."

Scottish Water, UK-based utility company

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Our course agenda

Day 1

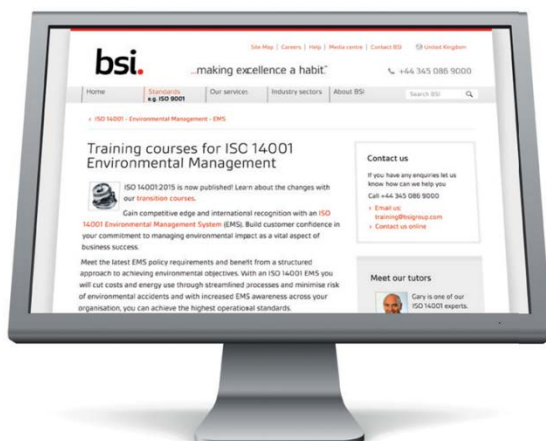
- Welcome and introductions
- Course aims, objectives and structure
- Quality Management System (QMS)
- ISO 9001 history
- Benefits of a QMS
- Key terms and definitions
- Key concept 1: Risk-based thinking
- Key concept 2: Process
- Key concept 3: Process approach
- Key concept 4: Plan-Do-Check-Act
- Key concept 5: Management principles
- Key concept 6: High level structure
- Introduction to ISO 9001:2015 and the clauses
 - Clause 4: Context of the organization
 - Clause 5: Leadership
 - Clause 6: Planning for the QMS
 - Clause 7: Support
 - Clause 8: Operation
 - Clause 9: Performance evaluation
 - Clause 10: Improvement
- Reflection and feedback

Day 2

- 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 questions
- Verifying information
- Recording the objective evidence
- Internal audit video

Day 3

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



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We want to make sure you have the best learning experience possible. That's why we offer a range of training courses from beginner to expert. We create a positive learning environment so you retain the knowledge and acquire skills that will continue to be of use beyond the course.

Make sure this is the right course for you.

This course is for you if:

- You are new to ISO 9001 Quality Management or your knowledge needs a refresh
- You're part of a team involved in carrying out an internal audit within your organization
- Your knowledge of the internal audit process for ISO 9001 needs a refresh

What's the course like?

- Three days
- Led by a BSI expert tutor
- Relaxed and comfortable learning environment
- You'll receive comprehensive course materials to take away

How will I benefit?

- Gain the confidence to understand the QMS to prepare, conduct and follow-up on ISO 9001:2015 audit activities
- Be able to write factual audit reports and suggest corrective actions
- Understand the guidelines of management system auditing according to ISO 19011:2018
- Develop professionally
- Network with likeminded peers

Why invest in training from BSI?

Our tutors are the best in the business. They're truly passionate about sharing their knowledge and ensuring you learn. Trusted experts with years of hands-on and business experience, they bring the subject matter to life with relevant and contemporary examples to enhance your learning.

Training delivered at your site



This could be a convenient and cost-effective option, especially if you have multiple delegates.

Talk to one of our experts to find out more

Next steps with the BSI Academy



Want to learn more? You may be interested in our ISO 9001:2015 Lead Auditor course or our Lean Six Sigma Training courses.

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