

## ISO 9001:2000 Internal Quality Auditor

Part of the Synergist Series

This intensive two or three-day workshop has been designed to increase your understanding of the techniques of ISO 9001:2000 Internal Quality Auditing. Through the use of highly interactive presentations, simulated audits, tutorials, and case studies, you will learn to develop and implement practical audit skills. By participating in this workshop, you will also improve your evaluation and communication skills, develop more effective reporting skills, and increase your capability to implement corrective action programs.

### Topics Presented

- ◆ Quality systems
- ◆ Overview of internal auditing
- ◆ ISO 9001:2000 auditing requirements
- ◆ ISO 10011-1,2,3 auditing standards (and the draft quality and environmental standard ISO 19011)
- ◆ ISO familiarization review
- ◆ Developing an audit program
- ◆ Initiating and preparing for an ISO 9001:2000 internal audit
- ◆ Performing an ISO 9001:2000 audit
- ◆ Auditing documents and follow-up on corrective actions

### Learning Outcomes

- ◆ An understanding of the various types of auditing for quality management systems
- ◆ A thorough knowledge of the requirements of each element of ISO 9001:2000
- ◆ How to develop and audit program in compliance with ISO 10011 (and ISO 19011)
- ◆ Learn how to plan, perform and report on an audit, and how to take corrective action
- ◆ Understand how to identify areas that may be problematic, nonconforming, etc.
- ◆ How you can deal with management, employees, and fellow team members

### Special Features

- ◆ This course includes methodology from the International Organization for Standardization, the American Society for Quality, U.S. and Canadian government agencies, and private industry
- ◆ Was created by an ISO 9001:2000 Lead Quality Auditor/consultant that has a 100% registration success rate in helping organizations achieve ISO registration (on their first attempt).
- ◆ Continuing after-class access to a *participants-only* website.

### Workshop Design

© 2000 Neil G. Hickey. This workshop includes practical, real-world examples. The delivery of this workshop is very interactive. Rather than just lecture, the participants are engaged in many discussions throughout the workshop. Fun re-enforcing practice and activities keep the atmosphere lively. This course empowers your staff to identify any gaps that threaten the effectiveness of your quality management system. And most importantly, auditors gain self-confidence through hands-on experience.

### Audience

Staff responsible for auditing who already possess an understanding of ISO 9000.

**Duration** 2 or 3 days

### PMBOK® Knowledge Areas Discussed

Integration	Scope	Time
Cost	Quality	Human Resources
Communications	Risk	Procurement