

Internal Auditing

Auditing management systems ensures effective performance and identifies where improvements exist

This is a practical two-day course providing the knowledge and confidence needed to complete effective internal audits.

Participants learn the essentials of auditing, including:

- Managing an audit
- Conducting opening and closing meetings
- Interviewing staff
- Collecting objective information
- Relating findings to a standard
- Preparing reports that help management improve systems and performance.

The basis for this course is:

ISO 19011 - *Guidelines for quality and/or environmental management systems auditing*. The principles apply equally to any management systems standard and examples and case studies to illustrate this are used throughout the course.

PLEASE NOTE Course prerequisite

A good working knowledge of the standard to be audited is essential for all students of this course. Standards could include:

- AS/NZS ISO 9001 *Quality management systems – Requirements*
- AS/NZS 14001 *Environmental management systems – Specifications with guidance for use*
- NZS 4801 *Occupational health and safety management systems – Specifications with guidance for use*
- NZS ISO/IEC 17025 *General requirements for the competence of testing and calibration laboratories*

Competent trainers

Your trainers are experienced management systems auditors. They provide a wealth of knowledge and the skill-set to help you become a confident auditor. The number of participants for each course is restricted to ensure a trainer / student ratio that will facilitate effective training outcomes.