



# ISO 9001:2015

## Quality Management Systems

### Internal Auditing



#### Course Information

<b>Course Name</b>	ISO 9001:2015 Internal Auditing
<b>Course Designer</b>	World Wide Industrial and Systems Engineers
<b>Course Category</b>	Quality Management Systems
<b>Course Duration</b>	3 days
<b>Cost of Course</b>	Refer to Training Schedule

#### Course Overview

The Internal Quality Auditing Course allows delegates to conduct First Party (Internal) and Second Party (Supplier) Audits. This course is intended for delegates from organisations that are required to conduct Internal Audits and use the practical Principles of auditing. WWISE Supplies, toolkits, checklists, templates and practical case studies to equip each delegate with effective skills.

## ISO 9001:2015 – Quality Management Internal Audit

<b>Who Should Attend?</b>	Anyone involved in the auditing, maintenance or supervision of an ISO 9001:2015 QMS.
<b>Course Objectives</b>	<p>By the end of the course, the learner will be able to:</p> <ul style="list-style-type: none"> <li>• gain confidence in planning and performing an effective audit, as well as reporting and taking corrective action where necessary.</li> <li>• Make use of guidelines of management system auditing according to ISO 19011:2018</li> <li>• apply auditing guidelines to ISO 9001:2015</li> <li>• Initiate, prepare and conduct audit activities</li> <li>• Prepare and distribute the audit report</li> <li>• Complete audits and follow-up</li> </ul>
<b>Benefits</b>	<ul style="list-style-type: none"> <li>• Prepare, conduct and follow-up on ISO 9001:2015 audit activities</li> <li>• Identify and apply the benefits and requirements of an ISO 9001:2015 audit</li> <li>• Gain the skills to assess an organisation’s capability to manage its QMS</li> <li>• Write factual audit reports and suggest corrective actions.</li> </ul>

## Course Content

<b>Course Modules</b>	<ol style="list-style-type: none"> <li>1. Introduction to ISO 9001:2015 Quality Management System Requirements</li> <li>2. Principles and components of a Quality Management System</li> <li>3. Understanding key definitions of Quality and Auditing</li> <li>4. Understanding the requirements of ISO 9001:2015</li> <li>5. Tailoring ISO 9001 to your organisation’s unique context</li> <li>6. Skills of auditing related to ISO 19011:2018</li> <li>7. Skills and ethics of auditing</li> <li>8. Questioning techniques</li> <li>9. Use of toolkits and templates of auditing</li> <li>10. Applying knowledge in case studies</li> <li>11. Receive homework (if applicable)</li> <li>12. Final questions/Review</li> <li>13. Exam/assessment</li> </ol>
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<b>Certification</b>	<ul style="list-style-type: none"> <li>• Certificate of competence.</li> <li>• Certificate of attendance</li> </ul>
<b>Assessments</b>	<ul style="list-style-type: none"> <li>• There will be an assessment at the end of the course.</li> <li>• Delegates have to complete the assessment with a minimum score of 60% to receive a certificate of competence.</li> <li>• Delegates who score between 40% and 59% will get a second attempt at the assessment. Delegates who score lower than 40% or fail the second attempt, will need to repurchase the course.</li> <li>• Delegates will receive an attendance certificate regardless of a pass or fail.</li> </ul>

## About WWiSE

<b>Who are we?</b>	<p>World Wide Industrial &amp; Systems Engineers (WWiSE) is an ISO consultancy, training, business solutions and systems implementation firm based in Southern Africa that provides clients with effective business processes and Safety, Health, Environmental, Risk and Quality (SHERQ) management solutions in preparation for ISO and compliance. The solutions we provide and implement allow our clients to compete favourably in modern competitive business environments, locally and internationally. We also strive to be the leading training providers in SHERQ, ISO, Engineering, Finance, Business and Project Management.</p>
<b>What do we do?</b>	<p>Our services are aimed at the improvement of quality, efficiency, knowledge and competitiveness of client companies. The service range includes:</p> <ul style="list-style-type: none"> <li>• ISO and SHERQ Systems implementation services whereby we assist client companies in meeting the requirements of ISO 9001, 14001, 22000, 31000, 27001, 20000-1, 50001 and ISO 45001 standards.</li> <li>• Integrated Management Systems development whereby we integrate several business systems and quality management</li> </ul>

solutions into a single management system to comply with various quality and safety standards.

- Training of all employees (Shop Floor to Executive Management) in the fields of SHERQ, Engineering, Finance, Business and Project Management to meet the job responsibilities and expertise requirements of International Standards.
- ISO Legal auditing which includes gap analysis audits, product, process, procedural, and systems auditing by our registered SAATCA auditors.
- Customised web-based solutions integrating current systems to be in line with ISO requirements

We are a Level 1 BBBEE Contributor that specialises in systems development, consultancy, training and auditing.