

PLANNING	DEVELOPING
CONSULTING & TRAINING	ACHIEVING



# Internal Auditor Training Course on BS ISO 9001:2008

From,  
Karnam Shivakumar  
- Trainer

ISO Bahrain Consultancy Services Co W.L.L.  
CR – 88011-01, Office: 2, Building: 1150, Road: 3020  
Block: 330, Manama, Bughazal, Kingdom of Bahrain.  
Mobile: 00973-39527484,  
Email: [isobahrain@gmail.com](mailto:isobahrain@gmail.com)  
Website : [www.isobahrain.com](http://www.isobahrain.com)





SL	CONTENTS	PAGE NO
1	Training Course Description	4
2	Who Should attend	4
3	Learning Objectives	4
4	Benefits	5
5	Prerequisites	5
6	Course Agenda - Day1	5
7	Course Agenda - Day2	6



## 1. TRAINING COURSE DESCRIPTION

After attending training as an ISO 9001 qualified internal auditor, the participants able to perform highest quality standards and ensure organizational quality management system achieves its full potential.

Also, participants become confident in planning and performing an effective audit, as well as reporting and taking corrective action.

Participants build trust among your employees and customers by delivering a robust and effective quality management system.

Regular monitoring of quality standards will help organization to achieve and maintain international ISO 9001 accreditation and this **two-day course** will equip you with the skills to tailor your own internal audit framework. Workshops, presentations and role-play activities will guarantee solid knowledge of quality standards auditing.

## 2. WHO SHOULD ATTEND?

- Quality professionals with knowledge of quality management systems and ISO 9001 : 2008
- Individuals interested in conducting first-party or second-party audits
- Management representatives
- Internal auditors
- Managers
- Consultants

## 3. LEARNING OBJECTIVES

Upon completion of this course, students will be able to:

- Gain a comprehensive overview of the ISO 9001:2008 series.
- Learn how to set objectives for, plan and perform a quality standards audit.
- Understand the implications of employee behavior on quality management audits.
- Gain the ability to confidently report findings and take corrective action.

## 4. BENEFITS OF THE ISO 9001 INTERNAL AUDITOR COURSE

- Guarantee continuing compliance with ISO 9001:2008 requirements.
- Ensure employees have quality management responsibilities and awareness.

Tel: +973 3952 7484

: +973 3514 2437

C.R.No: 88011-1

Office : 02, Bulding No: 1150

Road: 3020, Block No: 330

Bughazal, Manama

Kingdom of Bahrain



- Manage all risks and maintain and improve a global benchmark in quality standards.
- Be confident that your organization can rely on ISO certified internal auditors.
- Improve quality products & services by using effective auditing skills.

#### 5. PREREQUISITES

- This course does not detail the requirements of ISO 9001:2008. Prior knowledge of the ISO 9001:2008 standard, such as the overview provided by Trainer 'Introduction to a QMS' course or previous work with ISO 9001 in an organization, is strongly recommended as a prerequisite for this course.

#### 6. COURSE AGENDA

### Day 1

Time	Topic
Start Day1 8:00 am	Introduction
	Participant introductions
	Overview of course structure and learning objectives
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	Overview of course structure and learning objectives
Morning Break 10 – 10:15 am	Describe the responsibilities of an internal auditor and the role of internal audit in the maintenance and improvement of management systems
	Describe with reference to the Plan, Do, Check, Act (PDCA) cycle and the model of a process-based QMS the purpose and structure of ISO 9001:2008
Lunch 12:45 to 1:45 pm	Plan, conduct and report an internal audit of part of a QMS in accordance with the guidelines in ISO 19011:2002
	The purpose, structure and significance of a QMS
	The terms and definitions used in auditing, including objectives, criteria and scope
Evening Break 4 to 4:15 pm	The audit cycle Auditor/lead auditor responsibilities
	Planning and conducting audits of processes for which documented procedures do or do not exist
Finish Day1 5:30 pm	Gathering and evaluating objective evidence
	Wrap-up Day 1

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## Day 2

Time	Topic
Start Day2 8:00 am	Welcome back and review of Day 1
	Outline typical audit activities and Introduce ISO 19011
	Define audit terms
Morning Break 10 - 10:15 am	Identify different types of audits
	Overview of Process Auditing and ISO 19011
	Planning the Audit Program
Lunch 12:45 to 1:45 pm	Managing an Audit Program
	Audit Activities
	Initiating a audit
	Describe attributes, competence, roles, and responsibilities required of MS auditors
	Documentation Review
	Audit Planning
	Prepare work documents, Conduct audit & follow up
	Introduce on-site activities
	Q & A interactions
	Exam 2:30 pm till 5:30 pm
Answering techniques	
Exam start	
End of course	

*Note: Two short breaks will be taken at suitably convenient times in the morning and afternoon. An hour will be given for a lunch break. Additional breaks may be taken as long as agreed by delegates and tutor, and all learning objectives are met.*