



ISO 9001:2008 Internal Assessor

Overview: 2-day (16-hour course) designed to provide participants with auditing skills to ISO 9001:2008 Standard. Class typically taught in two consecutive days.

Audience: Quality professionals, supervisors/managers, engineers, senior technicians. Participants will utilize both analytical and communication skills.

Course Outline:

- Overview of ISO 9001 and Quality Management System Standards
 - Class objectives
 - History of Quality Management Standards
 - Quality Management System Terms and Vocabulary
- Understanding ISO 9001
 - Customer Perspective of ISO 9001
 - Benefits internally of ISO 9001 Certification
 - ISO Demographics –Who is getting ISO Certified
 - History of the ISO 9001 Standard
- Interpreting ISO 9001
 - Overview of the QMS Model
 - Element Analysis Exercise
 - Element by Element Review including
 - Element key points
 - What to look for during an audit
 - Who is audited
 - Role plays
- Audit Process
 - Audit Preparation Activities, Including:
 - Documentation Review
 - Reviewing Previous Audit History
 - Creation of Element Application Matrix
 - Creating the Audit Checklist
 - Audit Performance Activities, Including:
 - Providing Introductions
 - Framing Questions
 - Recording Objective Evidence
 - Audit Report Writing Activities, Including:
 - Creating the Audit Report
 - Presenting Findings
 - Follow-up Activities
- Auditor Skills
 - Audit Responsibilities
 - Communication Skills
 - Do's and Don'ts During the Audit
 - Audit Role Plays
- Presentation of Final Exam