



**CQE Training & Consultancy Plt** (Reg No. : LLP 0003668 LGN)

Registered Office : No. 46, Lorong Bintang, Taman Tasik Permai, 34000 Taiping, Perak, Malaysia.

Operating Office : No. 85A (1<sup>st</sup>. Floor), Jalan Barrack, 34000 Taiping, Perak, Malaysia.

T : +605-805 2722 F : +605-805 2721 M : +6012-505 2720 / +6012-502 2720

E : [cqetraining@gmail.com](mailto:cqetraining@gmail.com) or [kuangkh@cqetraining.com](mailto:kuangkh@cqetraining.com) W : <http://www.cqetraining.com> B : <http://cqeblog.blogspot.com>

# ISO9001:2015 Quality Management System

## Internal Quality Audit

(IN-HOUSE / PUBLIC TRAINING PROGRAMME)

SBL  
Scheme



## Introduction

Quality auditing is an important activity of any business entity. This course provides an in-depth understanding of the various methodologies used for both “first party” (internal) and “second party” (external/supplier) auditing to ensure the assessment is carried out in an effective manner.

Quality audit is also the process of systematic examination of a quality management system carried out by an internal or external quality auditor or an audit team. It is an important part of organization's quality management system and is a key element in the ISO quality system standard, ISO 9001. It is typically performed at predefined time intervals and ensure that the institution has clearly-defined internal quality monitoring procedures linked to effective action. This can help determine if the organization complies with the defined quality system processes and can involve procedural or results-based assessment criteria.

With the upgrade of the ISO9001 series of standards from the 2000 to 2008 series, the focus of the audits has shifted from purely procedural adherence towards measurement of the actual effectiveness of the Quality Management System (QMS) and the results that have been achieved through the implementation of a QMS.

## Learning Outcomes/Objectives

Also available as  
in-house programme.

This course is to provide participants with the background, knowledge and skills in internal quality auditing to :-

- achieve the ability to conduct an effective audit through audit trials
- help to streamline the role of auditor and auditee.
- understand the techniques and methodologies in Quality Audit.



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- help participants to understand the communication skills required.
- understand the important of an effective audit using audit checklists
- create a good inter-relation within departments in improving the quality management system.

## Program Contents :-

- ✚ Registration
- ✚ Introduction
- ✚ Ice-breakers (Warm-Up Exercise)
- ✚ Training Schedule Confirmation
- ✚ Briefing of ISO9001:2015 QMS requirements. (Quick Refresh)
  - ISO9001:2015 QMS Structure
  - Excerpt of ISO9001:2015 important Clauses 4 – 10
  - Clause 4 – Context of the Organization
  - Clause 5 – Leadership
  - Clause 6 – Planning
  - Clause 7 – Support
  - Clause 8 – Operation
  - Clause 9 – Performance Evaluation
  - Clause 10 - Improvement
  - 7 Quality Management Principles
- ✚ Quality Auditing as a Management Tools for Quality Improvement.
- ✚ Terms and definition related to Quality Auditing
- ✚ What is Quality Audit ? Differences with Environmental Audits
- ✚ Types of audits (System, Product and Process)
  - Example of System, Product and Process Audits
  - Sample Checklists
- ✚ Who are involved in Quality Audit ?
- ✚ Parties involved in Quality Audit and their relationship
- ✚ What are the roles of Quality Auditor, Auditee and Client ?
- ✚ Ideal attributes and characters of Quality Auditors.
  - Principle of Quality Auditing
  - Ethical Conduct
  - Fair Presentation
  - Due Professional Care
  - Independence
  - Evidence Based Approach
- ✚ What is Accreditation and Certification?
  - Definition
  - Roles and Functions
- ✚ Managing Quality Audit Programme
  - Quality Management Representative (QMR) roles
  - Recommended good practices in Quality Audit Programme
- ✚ Audit planning and preparation. (Effective Auditing)
  1. Steps in conducting audit.
  2. Non-conformance writing
  3. Audit reporting process.
  4. Post audit activities (corrective actions, verification and follow-up).



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### 5. Record retention.

- New Process Approach Auditing Methodology
- ISO19011:2011 Standard on Quality and Environment Auditing Systems.
- Evaluation exercise / discussions.
- Workshop 1 – Fact of Fiction Exercise?
- Workshop 2 – ISO9001:2015 Non-Conformity Clause Identification Exercise (10 Questions)
- Workshop 3 – ISO9001:2015 Non-Conformity Report (NCR) Statement Writing Exercise
- Workshop Case Study and Audit Trails
  1. Role play (auditor and auditee).
  2. Reporting.
  3. Review and discussions.

## Who should attend

**M**anagers, Engineers, Executives, Quality Practitioners and any member of an organisation who is required to carry out internal auditing on quality management system will benefits from this programme.

## Methodology

**T**he program would be conducted by using the following materials / aids :-

- Course Notes
- OHP / LCD
- Case Study
- Group Activities
- Lecturettes

## Duration

2 days

