



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

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

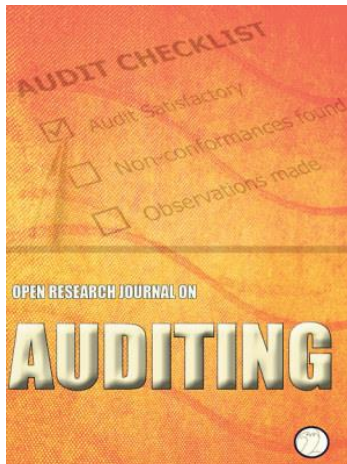
Operating Office : No. 85A (1<sup>st</sup>. Floor), Jalan Barrack, 34000 Taiping, Perak. Malaysia.

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

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

# Effective Integrated Quality, Environmental & Safety Management Systems Internal Audit (IN-HOUSE / PUBLIC TRAINING PROGRAMME)

SBL  
Scheme



## Introduction

**E**ffective integrated Quality, Environment and Safety Management Systems internal 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.

Internal auditing is the process of systematic examination of a quality/environment/safety & health management systems carried out by an internal or external quality auditor or an audit team. It is an important part of organization's integrated management systems and is a key element in the ISO standards, ISO/TS16949:2009, ISO14001:2004 and OHSAS18001:2007. It is typically performed at predefined time intervals and ensures 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 management system processes and can involve procedural or results-based assessment criteria.

## Learning Outcomes/Objectives

Also available as  
in-house programme.

**T**his course is to provide participants with the background, knowledge and skills in internal auditing based on ISO/TS16949, ISO14001 and OHSAS18001 standards 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 Internal Audit.
- 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/environment/safety & health management systems.



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

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

### Program Contents :-

- + Registration
- + Introduction, Ice-breakers (Warm-Up Exercise)
- + Training Schedule Confirmation
- + Internal Auditing as a Management Tools for Quality Improvement.
- + Terms and definition related to Integrated Management Systems Auditing
- + What is Quality Audit ? Differences with Environmental Audits and Safety & Health Audits
- + Types of audits (System, Product and Process)
  - o Example of System, Product and Process Audits
  - o Sample Checklists
- + Who are involved in Quality/Environmental/Safety & Health Audit ?
- + Parties involved in Integrated Audit and their relationship
- + What are the roles of Internal Auditor, Auditee and Client ?
- + Ideal attributes and characters of Internal Auditors.
  - o Principle of Auditing
  - o Integrity
  - o Fair Presentation
  - o Due Professional Care
  - o Confidentiality
  - o Independence
  - o Evidence Based Approach
- + What is Accreditation and Certification?
  - o Definition
  - o Roles and Functions
- + Managing Quality Audit Programme
  - o Quality Management Representative (QMR) roles
  - o 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).
  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 – Non-Conformity Clause Identification Exercise (10 Questions)
- Workshop 3 – Non-Conformity Report (NCR) Statement Writing Exercise



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

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

## Who should attend

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

(Pre-requisite : Attended the ISO/TS16949:2009 Automotive QMS Introductory & Awareness Training, ISO14001 EMS Awareness Training and OHSAS18001:2007 Safety & Health Awareness Training)

## 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

