

€ TRAINING

ISO Internal Audit Process





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Introduction:

This training program provides comprehensive training on conducting internal audits according to relevant ISO standards. It empowers participants to enhance organizational compliance, drive continual improvement, and ensure the effectiveness of management systems through rigorous internal auditing practices.

Program Objectives:

At the end of this program, participants will be able to:

- Understand the principles and best practices of the ISO internal audit process.
- Plan, conduct, report, and follow up on internal audits effectively.
- Identify non-conformities and opportunities for improvement in management systems.
- Develop and implement corrective action plans to address audit findings.
- Promote continuous improvement and compliance within their organizations.

Targeted Audience:

- Internal auditors and audit team members.
- Quality assurance and compliance managers.
- Risk management professionals.
- Employees involved in the internal audit process.
- Personnel seeking to enhance their knowledge and skills in internal auditing.

Program Outlines:

Unit 1:

Introduction to ISO Internal Auditing:

- Overview of the internal audit process and its importance in management systems.
- Understanding the principles and objectives of internal auditing.
- Key differences between internal and external audits.

- Roles and responsibilities of internal auditors.
- Importance of internal auditing in achieving continual improvement and compliance.

Unit 2:

Planning and Preparation for Internal Audits:

- Developing an internal audit plan based on relevant ISO standards.
- Identifying audit objectives, scope, and criteria.
- Conducting risk assessments to prioritize audit activities.
- Gathering necessary documentation and resources for the audit.
- Establishing communication channels with auditees and stakeholders.

Unit 3:

Conducting the Internal Audit:

- Techniques for conducting opening and closing meetings with auditees.
- Collecting and evaluating audit evidence to determine conformity with ISO standards.
- Identifying non-conformities and opportunities for improvement.
- Applying effective questioning and interviewing techniques.
- Ensuring impartiality, independence, and objectivity throughout the audit process.

Unit 4:

Reporting and Follow-up:

- Preparing clear and concise internal audit reports reflecting audit findings.
- Communicating audit conclusions and recommendations to relevant stakeholders.
- Developing corrective action plans for addressing non-conformities.
- Monitoring and verifying the implementation of corrective actions.
- Conducting follow-up audits to ensure sustained compliance and improvement.

Unit 5:

Enhancing Internal Auditor Skills:

- Developing effective auditing skills for internal auditors.
- Techniques for building rapport and trust with auditees.
- Building effective communication channels with auditees and stakeholders.
- Resolving conflicts and managing challenging audit situations.
- Providing constructive feedback to auditees and team members.