



# Internal Auditor Training

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## **3-Day Curriculum for Internal Auditor Training (All QMS Standards)**

### **Day 1: Demystifying the Standard (QMS Training)**

*This day focuses on providing a comprehensive understanding of Quality Management Systems (QMS) standards, ensuring participants have a solid foundation before delving into the specifics of internal auditing.*

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### **Day 1: Demystifying the Standard (QMS Training)**

#### **Objective:**

To provide participants with a solid understanding of Quality Management Systems (QMS) standards, covering essential principles, requirements, and practical applications.

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#### **Welcome and Introduction (30 minutes)**

- Overview of the day's objectives and schedule.
- Introduction to QMS and its significance in business.
- Icebreaker activity to share QMS experiences.

#### **Understanding QMS Standards (60 minutes)**

- Overview of QMS principles and structure.
- Key concepts: Customer Focus, Leadership, Process Approach, Improvement.

#### **Break (15 minutes)**

#### **Clause-by-Clause Breakdown (5 hours 30 minutes)**

- **Context of the Organization (45 minutes):** Understanding the organization's context, stakeholder needs, and QMS scope.
- **Leadership (45 minutes):** Commitment to quality, customer focus, and defining roles and responsibilities.
- **Planning (45 minutes):** Addressing risks, setting objectives, and planning for QMS changes.

- **Support (45 minutes):** Managing resources, competence, communication, and documentation.

### **Lunch Break (30 minutes)**

- **Operation (2 hours):** Planning and control, design and development, production, and managing nonconformities.
- **Performance Evaluation (45 minutes):** Monitoring, measurement, internal audits, and management review.
- **Improvement (45 minutes):** Corrective actions and continual improvement.
- **Interactive Discussions and Case Studies:**
  - Integrated within each session to reinforce understanding.

### **Practical Application: Implementing QMS (40 minutes)**

- Workshop: Develop an implementation plan for a hypothetical company.
- Case Study Review: Real-world QMS implementation examples.

### **Common Pitfalls and How to Avoid Them (20 minutes)**

- Discuss common mistakes in QMS implementation and strategies to overcome them.
- Open Q&A session.

### **Wrap-Up and Next Steps (10 minutes)**

- Recap key takeaways and outline next steps.
- Feedback collection and certificate distribution.
- Closing remarks and encouragement for continuous learning.

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## **Day 2: Internal Auditor Training (All QMS Standards)**

### **Objective:**

To equip participants with the knowledge and skills necessary to conduct effective internal audits across various QMS standards, including planning, executing, reporting, and follow-up.

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### **Welcome and Introduction (30 minutes)**

- Overview of Internal Auditor Training objectives and the agenda for Day 2.
- Recap of Day 1: Key concepts from "Demystifying the Standard."

- Importance of internal audits in maintaining QMS compliance and driving continuous improvement.

### **The Role of an Internal Auditor (1 hour)**

- Understanding the responsibilities and competencies required for internal auditors.
- The importance of objectivity, independence, and ethical behavior in auditing.
- Introduction to the audit process and types of audits (first-party, second-party, third-party).

### **Break (15 minutes)**

### **Planning the Audit (1.5 hours)**

- Developing an audit schedule: frequency, scope, and criteria.
- Preparing an audit plan: selecting processes to audit, determining audit objectives, and resource allocation.
- Audit checklists: How to create effective checklists tailored to specific QMS requirements.

### **Lunch Break (45 minutes)**

### **Conducting the Audit (2 hours)**

- Opening meeting: Setting the tone and explaining the audit's purpose.
- Interviewing techniques: How to ask the right questions and gather evidence.
- Observing processes and reviewing documents: Best practices for on-site audits.
- Identifying nonconformities: What to look for and how to document findings accurately.

### **Break (15 minutes)**

### **Reporting the Audit Findings (1.5 hours)**

- Preparing the audit report: Structure, content, and clarity.
- Communicating findings: Conducting the closing meeting and presenting results.
- Classification of findings: Major vs. minor nonconformities and opportunities for improvement.

### **Practical Exercise: Mock Audit (1 hour)**

- Participants conduct a mock audit in small groups using a case study.
- Practice planning, conducting, and reporting on an audit.
- Group discussion and feedback on the mock audit results.

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## **Day 3: Internal Auditor Training (Continued)**

### **Objective:**

To build on Day 2, focusing on the follow-up process, corrective actions, and continuous improvement, as well as advanced auditing techniques.

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### **Recap of Day 2 and Introduction to Day 3 (30 minutes)**

- Review key takeaways from Day 2.
- Overview of the agenda for Day 3.

### **Follow-Up and Corrective Actions (1 hour)**

- The importance of follow-up in the audit process.
- Developing effective corrective action plans: Root cause analysis and preventive measures.
- Monitoring the implementation of corrective actions and verifying effectiveness.

### **Break (15 minutes)**

### **Advanced Auditing Techniques (1.5 hours)**

- Risk-based auditing: Incorporating risk management into the audit process.
- Process auditing vs. checklist auditing: Advantages and disadvantages.
- Auditing for continuous improvement: Identifying opportunities beyond compliance.

### **Lunch Break (45 minutes)**

### **Audit Case Studies (1.5 hours)**

- Review of real-world audit scenarios.
- Group analysis and discussion of how to handle complex audit situations.
- Lessons learned and best practices from experienced auditors.

### **Break (15 minutes)**

### **Final Practical Exercise: Comprehensive Audit Simulation (2 hours)**

- Participants conduct a full audit simulation, applying all aspects of the training.
- Emphasis on planning, conducting, reporting, and follow-up.
- Group presentations and peer feedback.

### **Q&A and Open Discussion (30 minutes)**

- Open floor for participants to ask questions and share experiences.
- Discuss specific challenges or concerns related to internal auditing.

### **Wrap-Up and Certification (30 minutes)**

- Summary of key learnings and next steps.
  - Distribution of Internal Auditor Training certificates.
  - Closing remarks and encouragement to apply auditing skills in real-world scenarios.
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### **Total Duration:**

- **Day 1:** 8.5 hours (including breaks and lunch).
- **Day 2:** 8.5 hours (including breaks and lunch).
- **Day 3:** 8.5 hours (including breaks and lunch).

This 3-day curriculum ensures a comprehensive and practical approach to internal auditor training. Day 1 focuses on building a strong foundation with a detailed understanding of QMS standards, followed by practical, hands-on training in internal auditing on Days 2 and 3. This structure prepares participants to effectively conduct internal audits within their organizations, ensuring compliance and promoting continuous improvement.

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