



Internal Auditing ISO 9001:2008 Quality Management Systems*

1. Introduction to Process Auditing

- Why perform Quality Audits?
- Process vs. Procedure Audits

2. Improving the Quality Audit Function

- Phases of the audit process
- Various types of audits
- Ten common traps in auditing

3. Who's Who in a Quality Audit

- Key players in an audit
- Auditor skills

4. Quality Audit Approach

- Planning the quality audit

5. Deploying the Quality Audit

- Techniques for gathering evidence
- Advantages/Disadvantages of a questionnaire/checklist

6. Listening

- Listening skills

7. Auditing ISO 9001:2008

- QMS Requirements
- Eight Quality Management Principles

8. Quality Audit Results

- Types of Quality Audit Reports
- Tips on writing the audit report
- Working papers

9. Class Exercises

*A Selection from Gilbreath's "Knowledge the Bridge to Excellence" Series



***Internal Auditing
ISO 9001:2008
Quality Management Systems****

Purpose: *To present a different methodology to auditing when documentation may not be available.*

Scope: *Examine processes by identifying ‘input’ and measuring ‘output’ to achieve customer satisfaction.*

- I*** *Reinforce/identify the skills needed to be an effective auditor.*
- II*** *Identify the ‘key’ players and responsibilities.*
- III*** *Auditing vs. consulting.*
- IV*** *Understand the difference between process and procedure audits.*
- V*** *Communicating non-defensively. (Video)*
- VI*** *Utilizing ISO 9004:2000 when auditing.*
- VII*** *Understanding the eight (8) Quality Principles.*
- VIII*** *Listening vs. Hearing (Video)*
- IX*** *Develop a process approach questionnaire/checklist.*
- X*** *Perform a “Hands-on” Training Audit at an ISO facility*

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