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ISO 9001:2008

Internal Auditor Training



Trainer's Guide



Overview

These course materials are meant to train people to conduct internal quality audits within your organization, which are necessary to meet the internal audit requirements of the ISO 9001:2008 standard.

The course is divided into two sections:

1. The first section will familiarize the students with the requirements ISO 9001 quality management system.
 - Allow 4 hours for this section.
2. The second section is devoted to the auditing process. The students will go through all the steps required for an audit, with hands on involvement in performing each step by conducting a mock audit of a fictitious company.
 - Allow 8 hours for this section.

This guide contains everything the instructor needs to lead the class. **We recommend that you print this guide** as you'll need the PowerPoint speaker notes to lead the class.

Notes:

- It is assumed that the instructor has certified Lead Auditor credentials or equivalent experience. This is not meant as a self study course.
- It is recommended that the first audit the student is involved with be under the leadership of a lead auditor who has audit experience.



Course Materials

The supplies you will need are:

- PowerPoint: **Guide to Internal Auditing** (included).
- PowerPoint: **Requirements of ISO 9001** (included).
 - A complete version with Speaker Notes is in this Trainer's Guide
- PowerPoint: **Steps of Internal Audit** (included).
 - A complete version with Speaker Notes is in this Trainer's Guide
- Student Manual (included).
 - Print one copy for **each student**
 - You may wish to have extra copies of the CPAR form
 - It includes reduced versions of all the PowerPoints.
- Sticky Bubble Gum Company Documents and Records (included).
 - Print one copy for **each team** of two or three students.

Qty	Sticky Bubble Gum Documents and Records	# of Pages
1	Quality Manual	10
1	Internal Audit Master Schedule	1
1	P-4.2-009 Control of Documents Procedure.....	2
1	Master Document List	1
1	P-5.0-002 Management Responsibility Procedure.....	3
1	SBG Organizational Chart	1
2	Management Review Minutes.....	2
1	P-7.2-005 Customer Related Processes Procedure.....	2
4	Quotes with Client PO's.....	8
1	P-7.4-004 Purchasing Procedure.....	2
1	F-7.4-005 Approved Vendor List Form.....	1
7	SBG PO's to SBG Vendors	7
3	F-7.4-003 Subcontractor Problem Log Form.....	3
1	Product Flow Chart.....	1
1	750-W-30 Bulk Gum Batching Work Instructions.....	2
1	750-W-140 Texturizing Work Instructions.....	2
1	P-8.3-003 Control of Nonconforming Product Procedure.....	1
1	P-8.5-001 Corrective Action Procedure.....	2
1	F-8.5-002 Corrective Action Log Form.....	1
11	F-8.5-001 Corrective Action Request (CAR) Form.....	11
2	F-852-001-A Corrective/Preventive Action Request (CPAR) Form...	4

- The ISO 9001:2008 Standard (**NOT Included***)
 - One copy for every 2-3 students.
 - Standards are available electronically from
http://www.the9000store.com/Buy_standards.aspx

* The ISO 9001:2008 Standard is a copyrighted document and we are unable to include it.



Agenda

I. The Standard

- Introduction to Auditing
- 0:15 Presentation: Guide to Internal Auditing 9001
- 0:15 Review Document: ISO 9001:2008
- 0:30 Exercise: Is it a Requirement?
- 2:00 Presentation: Requirements of ISO 9001:2008
- 0:45 Exercise: Find the Requirement
- 0:15 Questions

II. The Audit

- 0:30 Scheduling the Audit
- 0:30 Planning the Audit
- 0:45 Opening Meeting
- 0:45 Audit 4.2 Documentation
- 0:45 Audit 5.0 Management Responsibility
- 0:45 Audit 7.2 Customer-Related processes
- 0:45 Audit 7.4 Purchasing
- 0:45 Audit 8.5 Corrective Action
- 0:30 Auditors Document Findings
- 0:30 Final Audit Report
- 0:30 Closing Meeting
- 0:30 Creating the Audit File

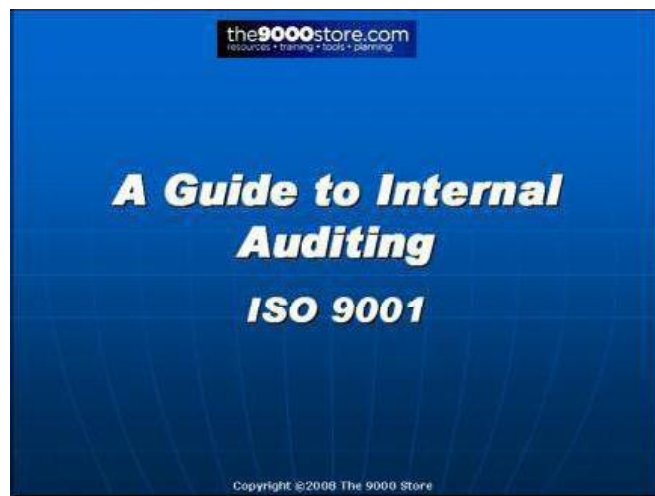


The Standard

Introduction to Auditing

This section will familiarize the students with the requirements ISO 9001:2008 quality management system (QMS).

1. Review the “**Guide to Internal Auditing 9001**” Power Point Presentation with the group.
2. Review and discuss the organization of the ISO 9001:2008 document so the students can familiarize themselves with how the standard is structured.
3. Complete the exercise “Is it a Requirement?” below.



Exercise: Is it a Requirement?

Have the students open to “**Is it a Requirement**” in the student manual.

Working in groups of 2 or 3, have them determine whether or not:

- The statement is true or false
- Write down the clause of the standard where they found it.

Notes:

- This is not a test, but an exercise to get them familiar with the standard, so the trainer can go around and help the teams, particularly the slower teams.
- This can be done individually ahead of time to reduce class time

After one or two teams finish, or after a maximum of about 45 minutes, you can go through the statements and discuss the answers.

- An answer key is on the next page.
- Remind the students that there are some things that are mentioned in more than one place in the standard, so there could be more than one correct answer in some cases.