



**ISO 9001:2015
QUALITY MANAGEMENT SYSTEM**

AWARENESS AND INTERNAL AUDITOR

25TH & 26TH JANUARY 2021



**HRDF
CLAIMABLE**

**For further enquiry call us now
at 03-5886 9952/012 269 8280**

ISO 9001:2015 AWARENESS

COURSE OBJECTIVE

This course is designed to provide an overview of the requirements for a quality management system based on ISO 9001:2015. Upon completion of the training, participants able to :

- Understand quality management definitions, concepts and guidelines.
- Understand the purpose of the ISO 9000 series.
- Understand the requirements of the ISO 9001:2015 standard.
- Understand the “ Annex SL ”
- Recognize the role of management
- Recognize the benefits of a quality management system
- Gain an introduction to an implementation model and the process for certifying a quality management system

COURSE CONTENT

- Introduction to ISO and Global Awareness of ISO 9001
- The benefits of Quality Management System
- The framework / structure " Annex SL"
- ISO 9001:2015 Requirements & its interpretation
- Guidelines for implementation to ISO 9001:2015

WHO SHOULD ATTEND

This course is designed for Quality Managers, Management Representative, Quality Professional, Auditors, Management and staff responsibility for implementing and / or maintaining the Quality Management System

ISO 9001:2015 INTERNAL AUDITOR

COURS OBJECTIVES

At the end of the course, participants will be able to :

- Describe the responsibilities of an internal auditor.
- Describe the role of Internal Audit in the maintenance and improvement of the management system
- Understand the PDCA cycle, process-based QMS and the purpose and structure of the ISO 9001:2015 QMS
- Plan and prepare for an internal audit.
- Gather objective evidence through observation, interview and sampling of document and records.
- Write factual audit reports
- Suggest ways to verify effectiveness of the corrective action.

COURS CONTENT

- Introduction to an audit
- Managing an audit program
- Conducting an audit; on-site audit and post audit activities
- Non-conformity; identifying category of audit findings, define concrete evidence, document non-conformity. Correction, corrective action and closure of non-conformity raise.
- Preparing of audit plan and audit checklist of a process.
- Interviewing role play and presentation.
- Preparation of audit report

WHO SHOULD ATTEND

This course is designed for company personnel who are responsible for conducting Internal Audit of their company's quality management system, either individually or as a member of the company audit team. Managers and other personnel who are responsible for establishing the Internal Quality Audit function will also benefit from this course.