

# INTERNAL AUDIT - ISO 9001:2008

**Code: QM.9000.M3**

## Introduction:

During the implementation of a quality management system based on ISO 9001:2008, one of the ineffective issues conducted by organizations/ enterprises is the internal audit, which makes the quality management system have less chance of innovation and completeness. In order to audit effectively, the organization should have a fully capable, skilled auditing team, and especially their competence of ISO 9001:2008's requirements.

## Course Objectives:

After the training course:

- Help participants studying ISO 9001:2008's requirements and analyzing requirements from the view of auditors;
- Provide audit with skills for quality management system based on ISO 9001:2008;
- Certify auditing abilities of participants achieved good result after attending training course.

## Course Content:

- Explaining ISO 9001:2008's requirements and relation problems which auditors need to review;
- Introduction of concept, objectives of the internal audit,
- Auditing conformity and sufficiency of the quality system;
- Non - conformity: concept, classification;
- How to write a non - conformity report;
- All steps to implement an internal audit: prepare, implement and report the audit (audit what, where, who, how ... );
- Role and responsibility of internal auditor, techniques and principles to audit;
- Case-study and examination at the end of the course.

## Participants

- Enterprise's/ Organization's managers.
- Quality and technical officers/ Quality Management Representative (QMR).
- Candidate for Internal auditor of the enterprise/ organization.
- Everyone who is concerned with the course's topic and content.

**Trainer:** Quality management experts from Vietnam Productivity Centre

**Training Fee:** **1.575.000 VND/ 01 person/ 3 days** (included 5% VAT)

(Includes: Training materials, certificate, tea breaks, lunches and other organization fee).

**Duration:** **From 26 to 28 May 2010** (from 8:30 to 17:00)

***Note:*** Participants attending both of training courses: ***“ISO 9001:2008 - Quality management system implementation”*** and ***“Internal Auditor - ISO 9001:2008”*** training fee will be: ***2.500.000 VND/ 01 person/ 02 training courses.***

### • **Chất lượng/Quality**

ISO 9001:2008

Lead Auditor ISO 9001:2008

ISO/TS 16949

ISO/IEC 13485

### • **Môi trường/Environment**

ISO 14001

Lead Auditor ISO 14001

### • **An toàn và sức khỏe/ Health and Safety**

OHSAS 18001

SA 8000

### • **An toàn thực phẩm/ Food Safety**

GMP

HACCP

ISO 22000

### • **Phòng thử nghiệm/ Laboratories**

ISO/IEC 17025

ISO 15189

### • **An ninh thông tin/ Information Security**

ISO/IEC 27001

ISO 15189

### • **Công cụ cải tiến/ Improvement tool**

KPIs

Balanced Scorecard

HRM

TPM

Lean-Six Sigma

Đo lường, đánh giá năng suất

TQM

QCC

Kaizen

5S

SPC/ FMEA

CRM/CSM

Knowledge Management