

**Who we are**

S4 is a B-BBEE Level 1 black owned organisation (women in business), with over 40 years experience in industry. Our services include Quality, Occupational Health & Safety, and Environmental (SHEQ) management systems training, auditing, and consulting.

Course Reference No.: QBE-M02**12. Internal Quality Auditor**

Based on ISO 9001:2015 and SANS/ISO 19011:2019

Course Overview

This course provides training on conducting Internal & Supplier Auditing of Quality management systems. It discusses the principles of Auditing, risk assessment principles and approaches, including internal and supplier audits. The learner will be able to verify and guide organizations with the nonconforming and corrective action processes, the importance of management involvement, the on-site verification methods and techniques, how to measure the efficiency and effectiveness of processes and how to record Findings and Corrective actions.

Duration: 5 Days (including exam)**Pre-requisite:**

A prior knowledge of the ISO9001:2015 quality management system requirements through 5-day programmes such Understanding and implementation course covering ISO 9001:2015, Quality Administrator course etc.

Who should attend:

- Auditors
- Potential auditors

Course Outcomes**The learner will be able to:**

- Describe the purpose of Quality management systems, of management systems audit and of third-party certification
- Understanding Quality Management System definitions, concepts and Guide Lines.
 - Understanding ISO 9001:2015 Management System requirements
 - Understanding the roles and responsibilities of the auditor
- Describe roles and responsibilities of Lead auditors and auditors
- Plan, conduct and report audit effectively in accordance with ISO 19011
- Follow-up Activities

**COURSE CONTENT****DAY 1 & DAY 2**

- South African Auditing and Training Certification Authority (SAATCA) criteria
- Preview of ISO 9001:2015 requirements
- Terms and definitions used in the standards
- HLS

DAY 3

- Auditor Conduct
- Roles and responsibilities
- Preparing an Audit Plan
- Interviewing top Management vs Operational staff
- Conducting Opening and Closing meetings

DAY 4

- Process Management
- Accreditation and Certification Processes
- Document Assessment & Review
- Developing Audit Checklists
- Follow-up Activities
- Case Studies and Scenarios

DAY 5

- Revision
- Role play, Assessment and Evaluation

Case studies & scenarios are provided for the duration of the 5 days**Venue:** 31 Beacon Road, Florida North, Roodepoort, 1709**Date:** To be advised**NQF Level 5 | 13 Credits on SAQA 66189****Assessments are done in the following way:**

- ✓ Continuous assessment
- ✓ Summative assessment (Including but not limited to SAATCA / IRCA requirements)

Please note dates are subject to change. Classes will only commence once the minimum of 5 learners are registered.