



Internal Audit Techniques, tools and practices



Any modern management system – be it quality management according to the famous ISO 9001 or any other standard – requires that the company perform internal audits on a regular basis.

However, way too often there is a lack of qualified auditors: even in mid-sized companies, often a single person is in charge of performing all internal audits. If more collaborators were trained in internal audit, we could evolve from bare “compliance audits” into real-world “process improvement audits”.

- This **highly interactive one-day course** shows the toolbox of the internal auditor. It allows you to plan internal audits and to run them in a practical, down-to-earth manner.
- You identify best practices. Your colleagues consider you as a valuable partner to identify and implement meaningful improvements.

Target Audience	This training is for anyone who is to act as an internal auditor or simply interested in this field of work.
Standard	This training is based on “the” standard for Internal Audit, ISO 19011:2018. It is intentionally <i>not</i> sector specific and is also <i>not</i> designed around a specific quality management system standard.
Objectives	<ul style="list-style-type: none"> • Learn how to plan, execute and follow-up internal audits efficiently. • Acquire practical audit techniques that you can apply immediately. • Understand the concepts of risk management and context of the organization that were recently introduced in most management system standards. • Assess deviations in a correct and reproducible manner.
Contents	<ul style="list-style-type: none"> • The various types of audits. • Target-oriented audit planning: Why “the standard” is not enough. • The auditor's six commandments. • Meaningful classification of deviations: When does it get critical? • Why an audit does not end with the audit report. • Techniques for the analysis of root causes. • How to behave in the presence of an external auditor e.g. from a certification body.
Transfer	The course presents numerous hands-on examples, but we cannot set up and conduct a real audit during this one-day training. To ensure an efficient transfer and follow-up: <ul style="list-style-type: none"> • We can accompany and coach your internal auditors on-site • We can customize the course material to include e.g. your own, specific tools for audit planning and audit reporting.
Credentials	Upon completion, participants receive a seminar certificate. PMP certified participants can claim 7 PDU.
Language	Documentation and facilitation are available in English, French and German. We can also provide mixed-language training, e.g. documentation in EN and facilitation in DE or FR.
Trainer	Dr. rer. nat. Jörg Hau, PMP and Quality Management system auditor .
Logistics	The training consists of a 1-day highly interactive classroom course . We can also run this course as in-house training at your site or in a seminar hotel of your choice. Min. 4, max. 10 participants. 1 day, 1 trainer.

