

Internal Auditor Training

AGENDA

I. The Standard

Introduction

Exercise

ISO 9001:2000 Standard

Find the requirement (exercise)

Questions

II. The Audit

Planning the audit

Opening meeting

Audit 4.2 Documentation

Audit 5.0 Management responsibility

Audit 7.2 Customer-related processes

Audit 7.4 Purchasing

Audit 7.5 Product realization

Audit 8.5 Corrective action

Write Nonconformances

Audit Report

Closing Meeting

Audit File

PAGE of	STANDARD AUDIT IS BASED UPON:
AUDITOR:	DATE:

Document Reference	Description of Audit Point	Acc / Rej	Comments	C.A.R. #
5.1	Has importance been communicated?			
	Is there a Quality Policy statement			
	<ul style="list-style-type: none"> • Does it include improvement • Has it been communicated • Is it approved and dated 			
5.4	Have objectives been established at relevant levels of the organization?			
	Is integrity maintained when changes To the QMS are implemented?			
5.5	How are responsibilities and authority defined and communicated ?			
	Is there a management representative?			
5.6	Are management review meetings held?			
	Are all topics covered as required?			
	Are minutes available?			

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Is it a Requirement?

The standard requires that: If the requirement is true, circle True and list the clause. If it is false, circle False and list the clause used.	True (clause)	False
1. Verbal orders may not be accepted.	T <i>Clause:</i>	F <i>Clause:</i>
2. Management must review the quality system every quarter.	T <i>Clause:</i>	F <i>Clause:</i>
3. A procedure must be written for contract review (receiving and processing of customer orders).	T <i>Clause:</i>	F <i>Clause:</i>
4. The effectiveness of employee training must be assessed.	T <i>Clause:</i>	F <i>Clause:</i>
5. Statistics must be used to monitor processes.	T <i>Clause:</i>	F <i>Clause:</i>
6. Customer complaints are handled by management.	T <i>Clause:</i>	F <i>Clause:</i>
7. The results of corrective actions taken must be documented.	T <i>Clause:</i>	F <i>Clause:</i>
8. Release of product for delivery must be authorized.	T <i>Clause:</i>	F <i>Clause:</i>
9. There must be a documented procedure for purchasing of product.	T <i>Clause:</i>	F <i>Clause:</i>
10. A list of approved suppliers must be maintained.	T <i>Clause:</i>	F <i>Clause:</i>
11. All non-usable customer supplied product must be returned to the customer.	T <i>Clause:</i>	F <i>Clause:</i>
12. Work instructions may be changed if quality assurance approves the changes.	T <i>Clause:</i>	F <i>Clause:</i>

Closing Meeting Agenda

Thank participants

The lead auditor will conduct the closing meeting. Begin by thanking those that took part in the audit.

Attendees Sign-in

Pass around the audit report and have the attendees sign-in. This will go into the audit file and be a record of who attended. There should be a management representative from each area audited at the meeting. They are responsible to see that corrective actions are taken for nonconformances found during the audit.

Audit scope and plan

Discuss any changes that were made to the original scope or plan.

Auditing is a sampling

Remind attendees that auditing is a sampling process, and you probably did not find everything.

Review Nonconformances

Have each auditor review their findings

Summary

The lead auditor will review the audit report and summarize the results.

Ask for questions

Discuss any nonconformances that are not clearly understood by the auditees. You want to make sure they are understood. Do not get into discussion on how to correct problems at this time. That will be handled by the corrective action system.

Audit Number:	Closing Meeting Attendees:
Date:	
Area(s) audited:	
Changes to Score of Audit (as defined in audit plan):	
Auditor(s):	
Audit Record (Describe what you did, who you spoke to, what records you examined below):	
General Comments	
List of documents reviewed:	
List of persons interviewed:	
Summary:	
Assessment of system's ability to meet quality objectives and extent of compliance:	
Person responsible to issue CA's:	
Signature of Lead Auditor:	Date:
Final Report Distributed to:	