

# € TRAINING

Management Systems Internal Auditor Based  
on ISO 19011



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## Introduction

ISO 19011 is defined as the standard that sets forth guidelines for auditing management systems. The standard contains guidance on managing an audit program, the principles of auditing, and the evaluation of individuals responsible for managing the audit programs. An audit program consists of the arrangements made to complete all of the individual audits needed to achieve a specific purpose.

This course provides valuable information on how to improve an audit program systematically, just as other departments in an organization are expected to improve. One aspect of such improvement is continuously ensuring the audit program objectives are in line with the management system policies and objectives. Organizations, in pushing for auditing improvements, should consider the needs of customers and other interested parties.

## Course Objectives

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

- Interpret and apply the requirements of a management system as it applies to the context of the organisation, audit objective, criteria, and scope of the audit
- Define the audit objective, scope, and criteria
- Plan the audit, develop schedule, checklists, sampling plan, and other work documents
- Execute the audit professionally and efficiently - observe work practices, review documented information, interview relevant personnel
- Collect and evaluate evidence, report non-conformities, and verify corrective action
- Communicate effectively while respecting confidentiality, security, personal, and proprietary information

## Targeted Audience

- Auditors
- Managers
- Management representatives
- Consultants
- People tasked with administering management systems
- Beginners looking for a career in auditing
- ISO professionals

## Course Outline

### Unit 1: Introduction

- Scope
- Normative references
- Terms and definition
- Principles of auditing

### Unit 2: Managing an audit programme

- General
- Establishing audit programme objectives
- Determining and evaluating audit programme risks and opportunities
- Establishing the audit programme
- Implementing audit programme
- Monitoring audit programme
- Reviewing and improving audit

### Unit 3: Conducting an audit

- General
- Initiating audit
- Preparing audit activities
- Conducting audit activities
- Preparing and distributing audit report
- Completing audit
- Conducting audit follow-up

### Unit 4: Competence and evaluation of auditors

- General
- Determining auditor competence
- Establishing auditor evaluation criteria
- Selecting the appropriate auditor evaluation method
- Conducting auditor evaluation
- Maintaining and improving auditor competence

### Unit 5: Additional guidance for auditors planning and conducting audits

- Applying audit methods
- Process approach to auditing
- Professional judgement
- Performance results
- Verifying information
- Sampling
- Auditing compliance within a management system
- Auditing context
- Auditing leadership and commitment
- Auditing risks and opportunities
- Life cycle
- Audit of supply chain