

TRAINING BROCHURE

Internal audits – ISO 9001

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Introduction

The nature of internal quality audits is changing. In the past, they were done to examine compliance with a standard. Now they are evolving to be more of an activity to improve the company's business processes.

ISO 9001 makes this clear through its requirements. Among other things, you now must examine whether the customer's requirements and expectations are really met by the company's products as well as if the system is effective and achieves results. This introduces a new approach to auditing, which places new demands on auditors.

Continuous improvements

A dynamic organization constantly learns from its mistakes and adapts to new conditions. Immediately after a major transformation, such as a reorganization, the correction of the remaining shortcomings begins. You can live with them, but that is not an argument for simply taking them for granted.

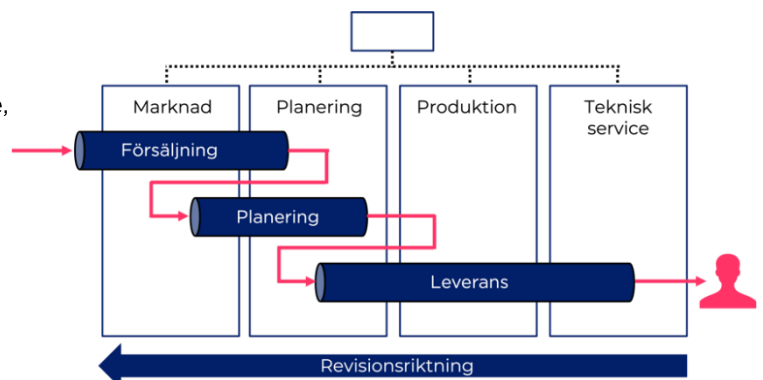
Companies operate in a rapidly changing world and conditions are constantly changing, making the current way of working increasingly unsuited and ineffective. The way of working must therefore always be reconsidered to maintain and increase its suitability and effectiveness.

Internal audits are a key instrument for gathering information on deficiencies in the system. They question the current way of working and suggest improvements. Deviations found cannot be ignored or half-heartedly fixed; the whole system requires serious corrective action. When staff in the organization see that improvements are being made, it also creates motivation for other types of improvement activities, such as small groups and suggestion schemes.

Occasionally, major changes still have to be made, but these are now done from a higher level. Real success is a fact.

Our way of working

The course is based on the counterflow audit model where we find out the desired result of a process by interviewing employees and customers. We also identify key elements that need to work to achieve the desired outcome.



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To evaluate the extent to which the organization meets its customers' requirements and wishes, it is rarely sufficient to study complaints alone. An implicit need that has not been met hardly leads to a complaint. One way is to interview a few customers, both internal and external. We can then investigate what control they have in the form of documented working methods and checklists. The content of the documents should correspond to what the interviews point out as important to control, otherwise things can go wrong.

This way of working has proved to be very successful in finding improvements and in creating commitment to the improvement work among the management and those managers who see the business benefits of the audits according to the new method.

The aim of the course

The aim of the course is to provide participants with the view that internal audit is a tool to improve the efficiency of the company's processes and to give them in-depth knowledge of internal audit methodology, planning & preparation, implementation, reporting, and follow-up. Participants should, after the course, act from an improvement perspective, rather than as troubleshooters.

The course explains the background and purpose of the ISO 9001 quality management system requirements. This leads to an increased understanding and stimulates interest among the participants. All the requirements of the standard are carefully reviewed.

The course provides methods and skills when it comes to acting and informing the management of the results. The course participants learn what characteristics internal auditors should possess and develop to be successful in their role.

Training methodology

The course relies heavily on learning by doing the practical steps after the lecturers have explained the theory with practical and vivid examples from their own experience. Feedback is given immediately after the workshops and alternative solutions are discussed. To ensure that the participants get the most out of the training, a preparation task is sent out well in advance of the course.

For whom?

The training is primarily intended for those who carry out internal quality audits and those who need a deeper knowledge of how to conduct internal audits to find opportunities for efficiency gains, such as quality managers, purchasing managers, and business managers.

Contents

Background

- Background to internal audits.

Interpreting ISO 9001

- Terminology
- ISO 9000 series
- An introduction to process orientation, ISO 9001 element by element.

Audit of ...

Extra emphasis on some difficult and important elements, such as:

- environmental analysis
- strategic direction
- management
- design
- development
- projects
- risk management
- processes
- improvement.

General information on internal audits

- Different types of audits.
- Planning the company's internal audit activities.

Conducting an internal audit

- Planning.
- Preparation.
- Checklists.
- Opening meeting.
- Performing the audit.
- Identifying process deficiencies.
- Closing meetings.
- Documentation.
- Follow-up of the audit.

What to consider

- The auditor and the auditee as well as guides.

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Closure

- Third-party certification.

Workshops

Four Workshops:

- Getting acquainted with ISO 9001.
- Preparation of checklists.
- Analysis of situations including writing observation reports.
- Audit methodology, interview techniques, and presentation techniques for a successful closing meeting.

Program

Day 1

09.00-19.00

- Introduction.
- Why internal audits and continuous improvement.
- Key concepts of ISO 9001
 - Customer focus
 - Process orientation
 - Improvement.
- Introduction to business process management.
- *Coffee*
- Audit of, management, document management, marketing.
- *Lunch*
- Workshop 1a.
- Audit of resource management & design, and product development.
- *Coffee*
- Audit of the production process, purchasing, stock, etc.
- *Sandwiches and beverages*
- Audit of improvement activities and measurement.
- Review of homework assignment.
- Workshop 1b.
- Private studies.

Day 2

09.00-19.00

- Review of Workshop 1.
- Planning and preparation for internal audit.
- *Coffee*
- Planning and preparing for an internal audit, checklists.
- Workshop 2.
- *Lunch*

- Review of case study 2.
- Conducting an internal audit – opening meeting.
- *Coffee*
- Conducting an internal audit – questioning technique.
- Requirements profile of the internal auditor and situational behavior.
- Reporting; distribution of reports; internal audit follow-up.
- *Sandwiches and beverages*
- Workshop 3 - Observation reports.
- Private studies.

Day 3

08.00-17.00

- Review of Workshop 3.
- Closing meeting.
- Workshop 4 – Audit.
- *Coffee*
- Workshop 4, cont.
- Workshop 4, cont – Interviews.
- *Lunch*
- Workshop 4, cont. – Interviews.
- Workshop 4, cont. – Summary of results.
- Review of Workshop 4.
- *Coffee*
- Repetition of the course content.
- Test.
- Closure, questions, and discussion.

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Assignment

To facilitate learning, an assignment pertaining the ISO 9001 standard is sent out to all participants before the course starts.

Workshop

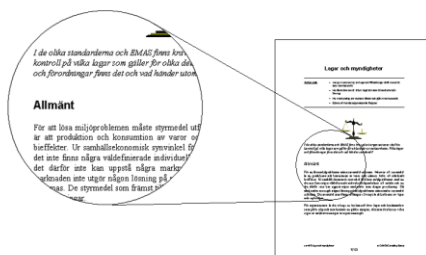
The theory sections of the course are mixed with several different workshops. These workshops are based on assignments carried out by CANEA consultants.

Course certificate

A certificate of attendance will be issued for participation on all days of the course.

Course material

The course material consists of a binder in which the different lectures are documented in detail. It is detailed enough to be used as a source of reference.



Our goal is to always offer the best training material on the market.

The lecturers

The course is given by lecturers with good pedagogical skills and expertise in project management. All lecturers have extensive experience in project management work and contribute with examples from real situations.

Course fee

The price is specified in the training calendar. It includes full course documentation, lunches, and morning and afternoon coffee.

Our training methodology

We run both open and in-house training courses. Knowledge is the basis for fact-based decisions and a prerequisite for engaging management and staff. Knowledge is part of our approach to changing behavior. Simply providing information is often not enough to make people act differently.



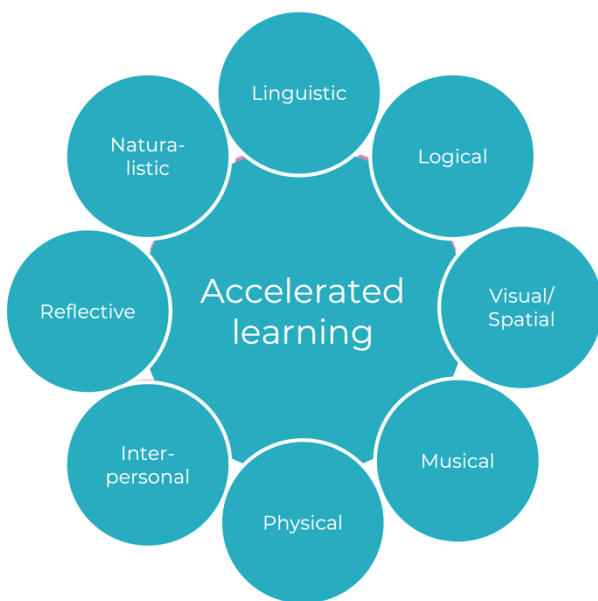
The staircase model for information transfer and processing of values and attitudes

We also try to influence the values and attitudes of the participants. Through well-thought-out workshops, we go through all stages of the learning process. In in-house training, we often use the staircase model (see picture above) with training in the company's own operations and follow-up.

To further customize the training, company visits and consultations with our consultants with extensive experience often precede the in-house training.

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Part of our strength is that we can offer a complete solution for each company's training needs – from operator level to senior management. Our training courses are based on best practices from practical work in companies where the lecturer provides many real-life examples. This is combined with theoretical framework.



The Accelerated Learning methodology, which involves stimulating learning with all the senses, is widely applied. The training group should consist of a maximum of 20 people, which gives the lecturer the opportunity to activate all participants in discussions. By alternating theory with activities and workshops, participants are given the opportunity to apply what they learned, which facilitates learning.

Contact us for more information:

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CANEA – lasting success

There are three key factors for a successful change process: Competence to create and drive the change. IT systems that control and support it properly. And relevant know-how among your employees to maintain it over time. We are unique in bringing these three factors together in an integrated offering. This is a key reason why we have been able to deliver great results to hundreds of customers over the past 20 years.



CANEA Management – making your organization better

Our experience from numerous assignments shows that there are valuable opportunities for improvement in every organization. To meet increasingly stringent requirements, it is important to develop your own operations.

We have extensive experience with what works. This is gathered in our own method library, which forms the core of our knowledge and experience management. Based on each client's situation, an adaptation is made so that both the whole and the details work.

Our consultants understand both the whole and the details of an organization's environment, function, and management. Additionally, they have well-developed analytical mindsets and the ability to motivate. Teaching skills are also a given since we place great emphasis on knowledge transfer.

CANEA ONE – an integrated software suite

CANEA ONE is a comprehensive software suite for effective business management. The system enables control, implementation, monitoring and improvement of the business thanks to a fully integrated management of strategies, projects, processes, cases and documents.



CANEA Document

A document management system that creates order. Ideally managing an integrated management system.



CANEA Workflow

A case management system that allows you to design, deploy and monitor all types of workflows in a single solution.



CANEA Project

A comprehensive and easy-to-use project, portfolio, and resource management system supporting all aspects of project activities.



CANEA Process

An effective solution for modeling, communicating, collaborating, and improving business processes.



CANEA Strategy

Enables strategy activation through smart features such as goal decomposition, communication, and visualization.

