



## ISO 9001:2008 Internal Auditor Workshop (2 Day)

### Workshop Outline:

This workshop will provide participants with an understanding of the internal audit process and its application to ISO 9001 Quality Management Systems. Special emphasis will be placed on audit planning, execution and follow-up to ensure participants gain a solid understanding of how to perform effective audits. Communication and interpersonal skills are also emphasized and integrated into the workshop where possible.

### Workshop Goals:

- Review of ISO 9001 QMS – Requirements/ ISO 19011 Guidelines for Quality and/or Environmental Management Systems
- Review the ISO 9000 series of documents
- Learn the 8 quality management principles
- Learn the concepts and definitions related to quality systems
- Understand the objectives and responsibilities related to the audit process
- Understand the process approach to auditing quality management systems
- Discuss document review skills
- Understand the audit process: initiation, preparation, conduct, reporting and follow-up activities

### Recommended Training and/or Experience:

ISO 9001 Overview Workshop or working knowledge of the standard.

### Workshop Particulars:

**Dates:** January 25-26 / February 29-March 1 / March 28-29 / April 25-26 /  
May 30-31 / June 27-28

**Location:** 16 Forest Road, Suite 301 (Old Queen's College Building)

**Time:** 9:00 am to 5:00 pm

**Fee:** \$800.00 plus HST and Administration Fee  
(Meals and materials will be provided)

All workshop fees must be paid at the time of registration.

### Cancellation Policy:

Cancellation requests received more than 7 calendar days before the start date of the workshop will receive a full refund of the workshop fee minus a \$100 administration fee. Cancellation requests received within the 7 calendar days before the start date of the workshop will be non-refundable. Quality Matters Inc. reserves the right to cancel any workshop; full refunds will be granted.

### Substitution Policy:

Substitutions of participants will be permitted at any time prior to the start of the workshop.

For more information or to register, contact Quality Matters Inc. at (709) 722-7860, or email us at [training@qualitymatters.net](mailto:training@qualitymatters.net) or visit our web site @ [www.qualitymatters.net](http://www.qualitymatters.net).



## WORKSHOP REGISTRATION FORM

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### ISO 9001:2008 Internal Auditor Workshop (2 Day)

Please fax to: **Quality Matters Inc.**  
16 Forest Road, Suite 301  
St. John's, NL A1E 0A5  
Fax: 709-739-4864

Name: \_\_\_\_\_

Company: \_\_\_\_\_

Title: \_\_\_\_\_

Address: \_\_\_\_\_

Town/City: \_\_\_\_\_ Province: \_\_\_\_\_

Postal Code: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email Address: \_\_\_\_\_

Workshop Date: \_\_\_\_\_

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**IMPORTANT NOTE:** For the Internal Auditor and Lead Auditor workshops, there is a prerequisite that the registrant must have an adequate knowledge and understanding of the applicable standard or specification, gained through training and/or experience. If you are registering for any of these workshops, have you met the specified prerequisite?  Yes  No

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**Method of Payment:**  Cheque enclosed (payable to Quality Matters Inc.)  
 Invoice me

Signature: \_\_\_\_\_

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**How did you hear about this workshop?**

Brochure  Website  Email  
 Referral  Other  Sales Call

Is your company registered to ISO 9001, ISO 14001 or OHSAS 18001? Yes  No

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