



ISO 9001:2008 Quality Management System Internal Auditor Workshop (2 Day)

Course Outline:

This course will provide participants with an understanding of the internal audit process and its application to 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 course where possible.

Topics Covered Include:

- ISO 9000 Series of Documents
- The 8 Quality Management Principles
- Overview of ISO 9001:2008 QMS – Requirements/ ISO 19011:2002 Guidelines for Quality Management Systems
- Audit Terms & Definitions
- Process Approach to Auditing Quality Management Systems
- Audit Basics
- Audit Objectives & Responsibilities
- The Audit Process: Initiating the Audit; Preparing the Audit; Conducting the Audit; Audit Reporting; Follow-up Activities

Pre-requisite: ISO 9001:2008 Overview Workshop or Working Knowledge of the Standard.

Course Particulars:

Location: 16 Forest Road, Suite 301

Time: 9:00 am to 5:00 pm

Fee: \$700.00 plus HST (plus 7% admin. Fee) (*Meals and materials will be provided*)

Course Cancellation Policy:

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

Course Substitution Policy:

Substitutions of participants will be permitted at any time prior to the start of the course. Please ensure that any substitute participants meet the pre-requisite requirements for the course.

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



TRAINING COURSE REGISTRATION FORM

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: _____

Course Name: _____

Course Date: _____

IMPORTANT NOTE: For the Internal Auditor and Lead Auditor courses, 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 courses, have you met the specified prerequisite?
Yes No

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

Signature: _____

How did you hear about this course?

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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