



## Internal Audit Techniques, tools and practices



Any modern management system – be it quality management according to the famous ISO 9001 or any other standard – requires that the company perform internal audits on a regular basis.

However, way too often there is a lack of qualified auditors: even in mid-sized companies, often a single person is in charge of performing all internal audits. If more collaborators were trained in internal audit, we could evolve from bare “compliance audits” into real-world “process improvement audits”.

- This **highly interactive one-day course** shows the toolbox of the internal auditor. It allows you to plan internal audits and to run them in a practical, down-to-earth manner.
- You identify best practices. Your colleagues consider you as a valuable partner to identify and implement meaningful improvements.

### Target Audience

This training is for anyone who is to act as an internal auditor or simply interested in this field of work.

### Standard

This training is based on “the” standard for Internal Audit, ISO 19011:2018.

It is intentionally *not* sector specific and is also *not* designed around a specific quality management system standard.

### Objectives

- Learn how to plan, execute and follow-up internal audits efficiently.
- Acquire practical audit techniques that you can apply immediately.
- Understand the concepts of **risk management** and **context of the organization** that were recently introduced in most management system standards.
- Assess deviations in a correct and reproducible manner.

### Contents

- The various types of audits.
- Target-oriented audit planning: Why “the standard” is not enough.
- The auditor's six commandments.
- Meaningful classification of deviations: When does it get critical?
- Why an audit does not end with the audit report.
- Techniques for the analysis of root causes.
- How to behave in the presence of an external auditor e.g. from a certification body.

### Transfer

The course presents numerous hands-on examples, but we cannot set up and conduct a real audit during this one-day training. To ensure an efficient transfer and follow-up:

- **We can accompany and coach your internal auditors on-site**
- **We can customize the course material to include e.g. your own, specific tools for audit planning and audit reporting.**

### Credentials

Upon completion, participants receive a seminar certificate.  
PMP certified participants can claim 7 PDU.

### Language

Documentation and facilitation are available in English, French and German. We can also provide mixed-language training, e.g. documentation in EN and facilitation in DE or FR.

### Trainer

Dr. rer. nat. Jörg Hau, PMP and **Quality Management system auditor**.

### Logistics

The training consists of a 1-day **highly interactive classroom course**. We can also run this course as in-house training at your site or in a seminar hotel of your choice.  
Min. 4, max. 10 participants. 1 day, 1 trainer.

