



# NewGrange

TRAINING & SERVICES LTD

Better People, Better Business®

2012 Dates



## Internal Quality Auditing *ISO 9001:2008*

The ISO 9000 standard for quality management systems requires that organisations carry out internal audits of their systems. Internal audits are important to confirm that established processes are being implemented effectively. When used correctly, audits can be an important management tool for continuous improvement.

This one day course provides delegates with the ability to carry out effective quality audits within their own organisation. The course programme educates and motivates delegates to take on this important role in addition to their normal jobs.

### Who should attend?

New internal quality auditors, or previously trained auditors who require a refresher or wish to learn more about how to use auditing to improve the business.

**BIRMINGHAM: 19 March • 20 June • 14 November**

<b>Course Duration:</b>	One Full Day, 9.30am - 4.30pm
<b>Course Cost:</b>	£225 1st Delegate, £125 extra delegates exc VAT
<b>Cost Includes:</b>	Comprehensive Course Notes, Training Certification, Course Materials, lunch & refreshments
<b>Course Venue:</b>	Becketts Farm Conference Centre, Birmingham (Jun 3 M42)

### Benefits to your organisation

Helps your organisation to maintain and improve its quality management system  
Provides an opportunity to identify quality systems problems and risks  
Promotes ongoing awareness of the quality system  
Demonstrate to customers and certification bodies that the quality is constantly reviewed and any necessary actions are taken.

### Course Objectives

- To give a clear understanding of ISO 9001:2008
- Enable delegates to develop and improve quality systems
- To give a clear understanding of the principles of auditing
- Enable delegates to carry out effective audits
- To give a clear understanding of audit reporting and follow up

### Course Content:

- ISO 9000:2008 - the documents, the history, the requirements, Quality Systems - their structure and development
- Quality Auditing - the key principles and purpose
- Stages of Audit - planning, carrying out, reporting and follow up
- Practical audit exercises in small teams

### Delegates Receive:

Auditing of Quality Management Systems Training Certificate and course folder with course notes.

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