PAS102: ISO 9001:2015 Certified Internal Auditor Training

E-learning Course Duration: 8 Hours

Website: www.Punyamacademy.com

Chapter - 1: CONTENTS OF ISO 9001:2015 CERTIFIED INTERNAL AUDITOR TRAINING E-LEARNING COURSE

Sr. No.	The entire e-learning course has 6 main parts as below		Details
1.	Lectures		No. of slides
	1.	Session – 1 : ISO 9001:2015 Principles	10
	2.	Session – 2 : ISO 9001:2015 Requirements	44
	3.	Session – 3 : Documented Information	12
	4.	Session – 4 : Internal Quality Management System Audit	40
	5	Session – 5 : ISO 9001:2015 Internal Audit Records	9
	6	Session – 6 : Risk Management	21
	Total no. of slides (with Audio lectures) ➔		136
2.	Hand-outs (each session detail document is given in PDF and participant can download, print, or save it for future reference)		Approx. 40 Pages in PDF
3.	Session Exams at end of each session and Final Exam		Total 7 Exams
4.	Audit Checklist as per Department-wise and Clause-wise		Approx. 400 audit questions
5.	ISO 9001 Certified Internal Auditor training certificate		Award Certificate

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Part – 1 Lectures:

Under this part total four sessions are given as Presentations with explanatory audio to understand the subject.

➢ **Session - 1 :**
   In this session, participants will learn about an ISO 9001:2015 principles. It covers total 10 slides on below topics:

   1. Overview of Session 1
   2. ISO 9001:2015 Quality Management Principle
   3. Customer Focus
   4. Leadership
   5. Engagement (involvement) of People
   6. Process Approach
   7. Improvement
   8. Evidence-based Decision Making
   9. Relationship Management
   10. Summarizing Seven Principles of ISO 9001:2015

➢ **Session - 2 :**
   In this session, participants will learn about the requirements of ISO 9001:2015 in detail. It covers total 44 slides on below topics:

   1. Overview of Session 2
   2. Overview of the ISO 9001:2015 Standard
   3. Clauses: 1, 2 and 3
   4. Clause 4.0 - Context of the organization
   5. Clause 4.1 - Understanding the organization and its context
   6. Considerations for determining the issues
   7. Areas to identify issues from external context
   8. Areas to identify issues from internal context
   9. Clause 4.2 - Understanding the needs & expectations of interested parties
   10. Clause 4.3 - Determining the scope of the quality management system
   11. Approach of Clauses 4.1 to 4.3

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12. Clause 4.4 - Quality management system and its processes
13. Clause 4.4 - Quality management system and its processes (Continued…)
14. Clause 5.0 - Leadership
15. Clause 5.1 - Leadership and Commitment
16. Clause 5.1 - Leadership and Commitment (Continued...)
17. Clause 5.2 - Quality Policy
18. Clause 5.3 - Organizational roles, responsibilities and authorities
19. Clause 6.0 - Planning
20. Clause 6.1 - Actions to address risks and opportunities
21. Clause 6.2 - Quality objectives and planning to achieve them
22. Clause 6.3 - Planning of Changes
23. Clause 7.0 - Support
24. Clause 7.1 - Resources
25. Clause 7.2 - Competence
26. Clause 7.3 - Awareness
27. Clause 7.4 - Communication
28. Clause 7.5 - Documented information
29. Clause 8.0 - Operation
30. Clause 8.1 - Operational planning and control
31. Clause 8.2 - Requirements for products and services
32. Clause 8.3 - Design and Development of Products and Services
33. Clause 8.4 - Control of externally provided processes, products & services
34. Clause 8.5 - Production and service provision
35. Clause 8.6 - Release of products and services
36. Clause 8.7 - Control of nonconforming process outputs
37. Clause 9.0 - Performance Evaluation
38. Clause 9.1 - Monitoring, measurement, analysis and evaluation
39. Clause 9.2 - Internal audit
40. Clause 9.3 - Management Review
41. Clause 10.0 - Improvement
42. Clause 10.1 - General
43. Clause 10.2 - Nonconformity and corrective action
44. Clause 10.3 - Continual improvement

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➢ **Session - 3 :**

In this session, participants will learn about ISO 9001:2015 documented information. It covers total 11 slides on below topics:

1. Overview of Session 3
2. What is documented information?
3. Flexibility in Documentation in ISO 9001:2015
4. ISO 9001 : 2015 Quality System Documented Information
5. Documented Information Four tier Document Structure
6. Tier :1 Quality Manual (Optional)
7. Tier : 2 Quality Procedures (Optional)
8. Tier: 3 Quality System Documented Information
9. Tier: 4 Quality System Documented Information
10. List of Maintain Documented Information (Documents to be maintained) as per ISO 9001-2015
11. Summary of Retain Documented Information (Records to be maintained) as per ISO 9001-2015
12. Control of Documented Information

➢ **Session - 4 :**

In this session, participants will learn Internal Quality Management System Audit. It covers total 40 slides on below topics:

1. Overview of Session 4
2. Outline of this topic
3. Audit
4. What is an Audit?
5. Why Audit?
6. What is Internal Audit?
7. Overview of Internal Management System Audit
8. Key Elements of Internal Audit
9. Requirements for Internal Audit
10. Tips for Trained Internal Auditors
11. Principles of Auditing

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12. Types of Audit
13. Management System Internal Audit Techniques
14. Steps Involved in Management System Audit
15. Implementing the Audit Program
16. Seven Steps of Implementation of Audit Program
17. Step no. 1- Audit Planning
18. Contents of Audit Plan
19. Step no. 2- Developing Checklists
20. Step no. 3- Conducting Opening Meeting
21. Step no. 4- Conducting the Audit
22. Interview and questioning techniques
23. Collecting Evidences of Compliance
24. Objective Evidences
25. Step no. 5- Recording Audit Findings
26. Identifying Non-compliances
27. Categorizing Non-Compliances
28. Nonconformity Report
29. Nonconformity Reporting
30. Step no. 6 - Conducting the Closing Meeting
31. Step no. 7 - Preparing the Audit Report
32. Contents of Audit Report
33. Conducting Audit Follow-up
34. Auditor's Qualities
35. Auditor's Personal Behavior
36. Auditor's Conduct
37. The Audited Persons' Conduct
38. Overview of the Process of Collecting and Verifying Information
39. Management System Internal Audit Process
40. Reference

➢ **Session - 5 :**

In this session, participants will learn ISO 9001:2015 Internal Audit Records. It covers total 9 slides on below topics:

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1. Overview of Session 5
2. Internal Quality System Audit Records
3. Internal Quality System Audit Records
4. Internal Quality System Audit Records (Continued…)
5. Internal Quality Audit Records (Continued…)
6. Internal Quality Audit Records (Continued…)
7. Form No. 2 ISO 9001:2015 QMS Clause-wise audit review report
8. Internal Quality Audit Records (Continued…)
9. Form no. 3 QMS Internal Quality Audit Nonconformity Report

➢ **Session - 6 :**

In this session, participants will learn about risk management. It covers total 21 slides on below topics:

1. Overview of Session 6
2. What is Risk Management?
3. Risk Management
4. Why Use Risk-based Thinking?
5. How We Do Risk Management?
6. Risk Management Approach
7. Risk Management Process
8. Risk Management Phases
9. Phase-1: Risk Analysis
10. Severity / Impact
11. Risk Assessment in Organization
12. Risk Assessment Likelihood Examples
13. Phase-2: Risk Evaluation
14. Risk Evaluation-Managing and Qualifying Risks
15. Phase-3: Risks Monitoring and Control
16. Risk Treatment
17. Phase-4: Post-test Operation Information
18. Areas to Consider for Risk and Opportunity Identification
19. Possible Risks in an Organization
20. Possible Risks in an Organization (Continued…)
21. Clauses and Annexes Where Risk is Addressed in ISO 9001 -2015 Standard

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Part – 2 Hand-outs:

For each lecture, hand-out is given in PDF format. The participant can download or print any documents to read it later to get detailed knowledge of all the six topics.

Sr. No	Name of Literature	Total Pages
1	Principles of Quality Management System	6
2	Clause-wise Requirements of Quality Management System	18
3	ISO 9001:2015 Documented Information	12
4	Management System Audit Process	38
5	ISO 9001:2015 Internal Audit Records	41
6	Risk Management	12

Part – 3 Exams:

Each session contains session exam, Participants have to pass the exam after completion of each session. After passing all session exams there is one final exam, participant must have to pass exam with minimum 80% marks. User can reappear and clears each exam to complete the course and get download/print their ISO 9001:2015 internal auditor training certificate.

Part – 4 Audit Checklists:

The Audit checklists with more than 400 quality management system audit questions as below:
   1. ISO 9001:2015 requirement wise questions
   2. Department wise audit questions

Part – 5 Training Certificate:

After passing the exam the colorful training certificate is generated and user can download it or print it. Any one globally can cross verify the training certificate through our LMS platform.

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Chapter - 2: COURSE OBJECTIVES

Upon Completion of this course, participants will be able to:

- ✓ Familiarize yourself with ISO 9001:2015 Quality Management System (QMS) principles.
- ✓ Understand the Plan-Do-Check-Act Cycle of QMS requirements.
- ✓ Familiarize yourself with the high level structure and the framework of QMS.
- ✓ Understand the ISO 9001:2015 QMS requirements and sub-clauses.
- ✓ Understand organizational issues and context of the organization.
- ✓ Understand the needs and expectations of interested parties.
- ✓ Know about the leadership, planning, and support clauses.
- ✓ Know about the operation and performance evaluation clauses.
- ✓ Understand how improvement can be achieved in the organization.
- ✓ Understand, maintain and retain Documented Information list.
- ✓ Get the knowledge of internal auditing and use of audit checklist.
- ✓ Understand the processes involved in auditing.
- ✓ Know about the types of auditing and questioning techniques.
- ✓ Understand how to prepare and maintain internal audit records.
- ✓ Understand the new concepts of risk management and risk evaluation techniques.

Chapter - 3: WHO SHOULD ATTEND THIS COURSE?

This course is developed and brought to you by Punyam Academy; an ISO/IEC 17024 accredited training provider company, which offers various e-learning as well as classroom training courses for working professionals, college students, and other individuals for enhancing their career to new heights. Our e-learning courses help them to succeed in today's competitive environment, to renew licenses, and to update, strengthen and add quality to their existing knowledge and skills. Our courses are also useful for those who want to get certification, or start a new profession.

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Chapter - 4: USER MANUAL

Compatibility and Requirements for smoothly running our course

1. **Bandwidth:** Internet bandwidth must me 1 MBPS or higher.
2. **Operating System:** Microsoft Windows XP and higher versions, iOS, Android.
3. **Browser:** Best viewable in Mozilla Firefox, Google Chrome. Also supports Internet Explorer.
4. **Screen Resolution:** To view slides properly, you must have a screen resolution of 1024 x 768 or higher.
5. **Cookies:** You must have browser cookies enabled, so that we can maintain your current session as you navigate through the application.
6. **JavaScript:** You must have enabled JavaScript, so that application runs smoothly.
7. **Adobe Acrobat Reader:** Some documents in our application are in .pdf format, so you must have installed adobe acrobat reader in your computer to be able to read such documents that you download.
8. **Pop-up Enable:** In your browser setting, check Pop-up blocker off, or enable Pop-up window.
9. **Speaker:** You must have speakers or a headphone attached to your computer, so that you can listen to the course lecture while learning.

Click ENROL to Purchase this Course.

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Chapter - 5: ABOUT COMPANY

Punyam Academy is an ISO/IEC 17024 certified training provider company, which offers various **ISO Training Courses** and conducts webinars for online certification as well as classroom training. We are a leading name in E-learning, training and certification on ISO standards and all other types of management system standards. Punyam Academy specializes in a complete range of courses on awareness, auditor and lead auditor courses on ISO 9001, ISO 14001, ISO 45001, ISO 22000, ISO 27001, OHSAS 18001, ISO/IEC 17025, ISO/IEC 17020, ISO/IEC 17021, FSSC 22000, ISO 27001, ISO 50001, ISO 13485, ISO 20000, ISO/IEC 17024, ISO 17034, Sedex, ISO 22301, NABH, Certified Calibration Engineer and other management system training courses. We provide E-learning courses on all of these topics through effective, enjoyable and time-saving online training sessions and webinars. We have conducted more than 300 public training programs as well as online corporate training sessions in more than 45 countries.

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https://www.punyamacademy.com/eshop

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