

Course Objectives

Internal Audit Course

- ISO/IEC 17025:2017 “Conformity assessment – General requirements for the competence of testing and calibration laboratories”;
- ISO 15189:2012 “Medical laboratories – Requirements for quality and competence”;
- ISO/IEC 17020:2012 “Conformity assessment — Requirements for the operation of various types of bodies performing inspection”

Learning Objectives: This course will enable participants to:

- Learn the essentials of auditing, which include the techniques in assessing the effectiveness of quality systems and identifying areas for improvement; and
- Acquire the skills to plan, implement and report on internal quality system audits.

Duration: Up to 2 days

Description: This course will introduce participants to ISO/IEC 19011:2018, the “Guideline for auditing management systems” as applied to ISO/IEC 17025:2017, ISO/IEC 17020:2012 and ISO 15189:2012. The participant will learn about auditing principles and develop skills for performing higher-value internal audits. The course includes hands-on exercises for planning, establishing, implementing and maintaining an audit program, and focuses on developing auditing methods, questioning techniques, and record-sampling.

Outline & Outcomes: After successful completion of the course, the participant will be able to:

1. Apply the guidance in ISO/IEC 19011:2018 to construct an effective audit program and plan;
2. Relate the benefits and drawbacks of various types of audit plans and methods;
3. Evaluate sample audit findings and relate them to ISO/IEC 17025:2017, ISO/IEC 17020:2012 and ISO 15189:2012 requirements to plan additional investigation avenues;
4. Review sample management system documents and records to determine conformity with requirements;
5. Practice the interpersonal skills needed to effectively gather information; and
6. Assemble, present, and defend clear audit findings based on presented scenario