



## ISO/TS 16949:2009 Internal Quality Auditing

This course is designed for both new auditors and those looking to sharpen their current auditing skills. It covers both Understanding and Auditing of the ISO/TS Standard. Participants will acquire the necessary skills to become a leader in preparing and conducting 1<sup>st</sup> and 2<sup>nd</sup> party audits through interactive methods and avoiding lecture based learning. This course includes a full-simulated audit.

Length: 2 days    CEUs: 2.1    Prerequisites: *Understanding ISO/TS 16949:2009 highly recommended*

### WHAT YOU WILL LEARN

- ISO 19011:2002 Standard on performing audits
- The ISO/TS 16949:2009 Standard and the Process Approach
- Form an audit team
  - Who needs to be on it
  - Determine roles & responsibilities of each individual
- Conduct an audit meeting
  - Who needs to be there from the audit team
  - Who needs to be there from the organization receiving the audit
  - Agenda
  - What reports are needed and how to form them
- Documentation
  - What is needed
  - How to organize according to the ISO 19011:2002 Standard
- Nonconformities
  - How to classify, record and resolve
  - How to implement preventative measures to avoid future nonconformities

### PLEXUS LEARNING MODEL

Learning is maximized through participation. That is why Plexus training avoids lecture-based teaching and focuses on group activities, case studies and hands-on applications. *Learn by doing.*

### WHO SHOULD ATTEND

- Any member of an ISO/TS 16949:2009 implementation team
- New internal auditors and experienced auditors that have not attended training in over three years
- Representatives from key functional groups involved in an organization's quality management system

### INSTRUCTORS

**Plexus Master Trainers.** Plexus Master Trainers train and evaluate:

- ISO 9001:2008, ISO/TS 16949:2009, AS9100, ISO 14001:2004 Environmental Management Systems, ISO 22000:2005 Food Safety, ISO 9001:2008 for Healthcare and ISO 13485:2003 for Medical Devices.
- Plexus Instructors certify your 3<sup>rd</sup> party auditors
- Supplier Auditors

## **AGENDA**

### Day 1

- ❖ Quality System Terminology
- ❖ What is an audit? Types, objectives and relation to a standard
- ❖ Internal Auditors: attributes, roles and responsibilities
- ❖ Communication Skills: verbal, nonverbal and conflict situations

### Day 2

- ❖ Plan the Audit
- ❖ Prepare the Audit
- ❖ Perform the Audit
- ❖ After the Audit

## **COURSE AVAILABILITY**

This course can be taken as an open enrollment or requested for on-site training. *During on-site training, your organization's actual audit can be used to enhance the learning experience.*