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## RABQSA-Certified ISO 9001:2008 Internal Auditor Training



This course provides either new or current internal auditors and understanding of ISO 9001:2008 and a process approach methodology. Participants will acquire the necessary skills to become a leader in preparing and conducting audits through interactive methods and avoiding lecture based learning. A successful completion of Plexus International's "RABQSA-Certified Internal Auditor Training" meets the training requirements for certification of individual QMS Internal Auditors.

Length: 3 days (23.0 hours, not including examination time) CEUs: 2.3  
Prerequisites: *None*

### WHAT YOU WILL LEARN

- ISO 19011:2002 Standard on performing audits
- Understanding ISO 9001:2008
- RABQSA Auditor Certification Handbook
- Linkages to Quality Management Principles
- 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 9001:2008 implementation team
- Employees at any level
- 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 trains 3<sup>rd</sup> party auditors and wrote the materials used to certify all of them
- Supplier Auditors

## AGENDA

### Day 1

- ❖ Introduction
- ❖ Review Student Requirements
- ❖ Review Course Agenda
- ❖ Review Written Examination and Continual Evaluation Information
- ❖ Understanding ISO 9001:2008

### Day 2

- ❖ Understanding ISO 9001:2008
- ❖ Linkages to Quality Management Principles
- ❖ Auditing Skills

### Day 3

- ❖ RABQSA QMS Internal Auditor Certification Handbook
- ❖ Auditing Skills
- ❖ Auditing Application
- ❖ Written Examination

## REQUIREMENTS FOR SUCCESSFUL COMPLETION

There are two elements involved in the evaluation and examination for successful completion of participants of this course:

- 1) The continual evaluation of the student's attitudes, auditing capability, performance as team members when role-playing, and communication skills (performed independently by all instructors involved with the class).
- 2) A written examination, which covers the content of ISO 9001 and the application of audit principles and practices based on ISO 19011. 75% of the examination grade is based on questions that require essay responses that test comprehension of the audit process and the application of ISO 9001:2008, and the remainder of the examination grade is based on multiple choice, true/false or short answer questions.

## CERTIFICATES

- Those who pass will receive a certificate of successful completion, which satisfies the training requirement for individual QMS auditor certification by RABQSA.
- Those who do not pass will receive a certificate of attendance.

*Note: The time allotted for taking the examination is two hours. Strict adherence to the time limit is to be maintained. However, the trainer may allow a student whose primary language is not the language in which the course is conducted, or a student with a particular disability that adversely affects the student's capability to complete the examination in the allotted time, up to 30 additional minutes for taking the written examination.*

*The only reference materials allowed during the examination are a copy of the ISO 9001:2008 standard, course materials provided by Plexus International and any personal notes made by the student during the course.*

## GUIDELINES GOVERNING THE LEAD AUDITOR TRAINING COURSE

Plexus International's "RABQSA-Certified ISO 9001:2008 Internal Auditor Training" is focused on the training and development of the auditor candidates. Advisement, correction, discussion, information transfer and learning are the focus of the training session. Additionally, trainer evaluations of the auditor candidates' performance and understanding are directed toward improving the candidates' performance and understanding. Trainers are not to make final pass/fail determinations during initial parts of the training, but they are to collect performance data that assist them to make pass/fail determinations with regard to candidates' performance and understanding. Final evaluation of the candidates is the result of the written examination and the continual evaluations during the training session.

*"This training course and certificate of attainment is recognized by IRCA as meeting the requirement for IRCA certification to ISO 9000:2008 Series Auditor course (IRCA/2245)"*