

# Understanding Process Auditing for Management Systems

## **Course Description**

“Understanding Process Auditing Course” teaches the principles and practices of effective management systems and process audits in accordance with ISO 19011:2002, “Guidelines for Quality and/or Environmental Management Systems Auditing.” Experienced instructors assist students in reviewing audit skills, explaining different types of audits and their applications, and demonstrating techniques for planning, executing, reporting, and following-up of audits. Role-play exercises provide students with practical experience in conducting internal audits and improve participants’ knowledge of management systems auditing principles.

## **Learning Objectives**

- Apply ISO 19011:2002 Definitions, Concepts, and Guidelines
- Manage an Audit Program
- Initiate the Audit and Conduct Opening Meetings
- Understand Auditor Responsibilities
- Conduct On-site Activities
- Collect Information
- Conduct Opening Meetings
- Communicate Effectively during the Audit
- Generate Audit Findings
- Prepare Audit Conclusions
- Conduct Closing Meetings
- Report Audit Results
- Conduct an Audit Follow-up

## **Course Materials**

Students receive comprehensive course manuals with reference materials, including:

- Copy of ISO 19011:2002

## **Who should attend**

- Auditors seeking a refresher course
- Individuals who will manage or conduct audits for management systems
- Auditors of integrated management systems
- Quality Directors
- Internal Auditors
- Supplier Auditors
- Health, Safety, and Environmental Managers
- Cross functional team members of implementation projects

## **Prerequisite**

There is no formal prerequisite for this course, although it is recommended that students have a basic knowledge of ISO 9001:2000 or ISO 14001:2004