

## A Guide to Internal Auditing

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### Who Can Audit?

- •Auditors typically represent the people employed by the organization and must be objective and dedicated to this important task.
- •ISO 9001 Par. 8.2.2 requires that "selection of auditors shall ensure objectivity and impartiality of the audit process" ~or~ Auditors cannot audit their own work.
- •There are important techniques that they must be aware of when they prepare for and perform the audits.
- Internal auditors must become familiar with the auditing process.



# Performing an Internal Audit »Overview

#### **Internal Auditor training covers:**

- -The purpose and scope for auditing the QMS to the ISO Standard
- -The requirements for planning and scheduling internal audits
- -The practices followed during the internal audit
  - -including opening and closing meetings
- -How to develop check lists and questions for the various audits
- -How to interview and what to look for when asking questions
- -Reporting on the internal audit and follow-up activities.



## Performing an Internal Audit

**Notify** 

auditee

**Meeting** with

auditee

Conduct

The Audit

Review

findinas

Planning (Cont'd)

Annual schedule approved by top management

Checklist

Prepare checklists or questions for the activities to be audited. Obtain relevant documents to be used.

Agree to an itinerary that meets the needs of the auditee and the auditor.

Opening meeting with auditee representatives to set the stage for the audit.

**→** Collect evidence and answers to questions or checklist items.

Ensure audit evidence is correct. Discuss the non conformances found with auditee to eliminate misunderstandings



## Performing an Internal Audit »Techniques

More about audits and auditing techniques

- •Auditees must be made comfortable during interviews and there are techniques that are used by auditors to make it easier.
- •Experienced auditors learn to read body language and other non verbal clues.
- •The auditor will question the auditee, listen to the answers, and anticipate the answer to the question.
- •It is necessary to listen critically, analyze the answer, record the information and at the same time prepare the next question.