

A Guide to Internal Auditing

- Types of Audits
- Why Audit?
- Who Can Audit?
- Performing an Internal Audit
 - Planning
 - Opening Meeting
 - Techniques
 - Tools
 - Closing Meeting

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

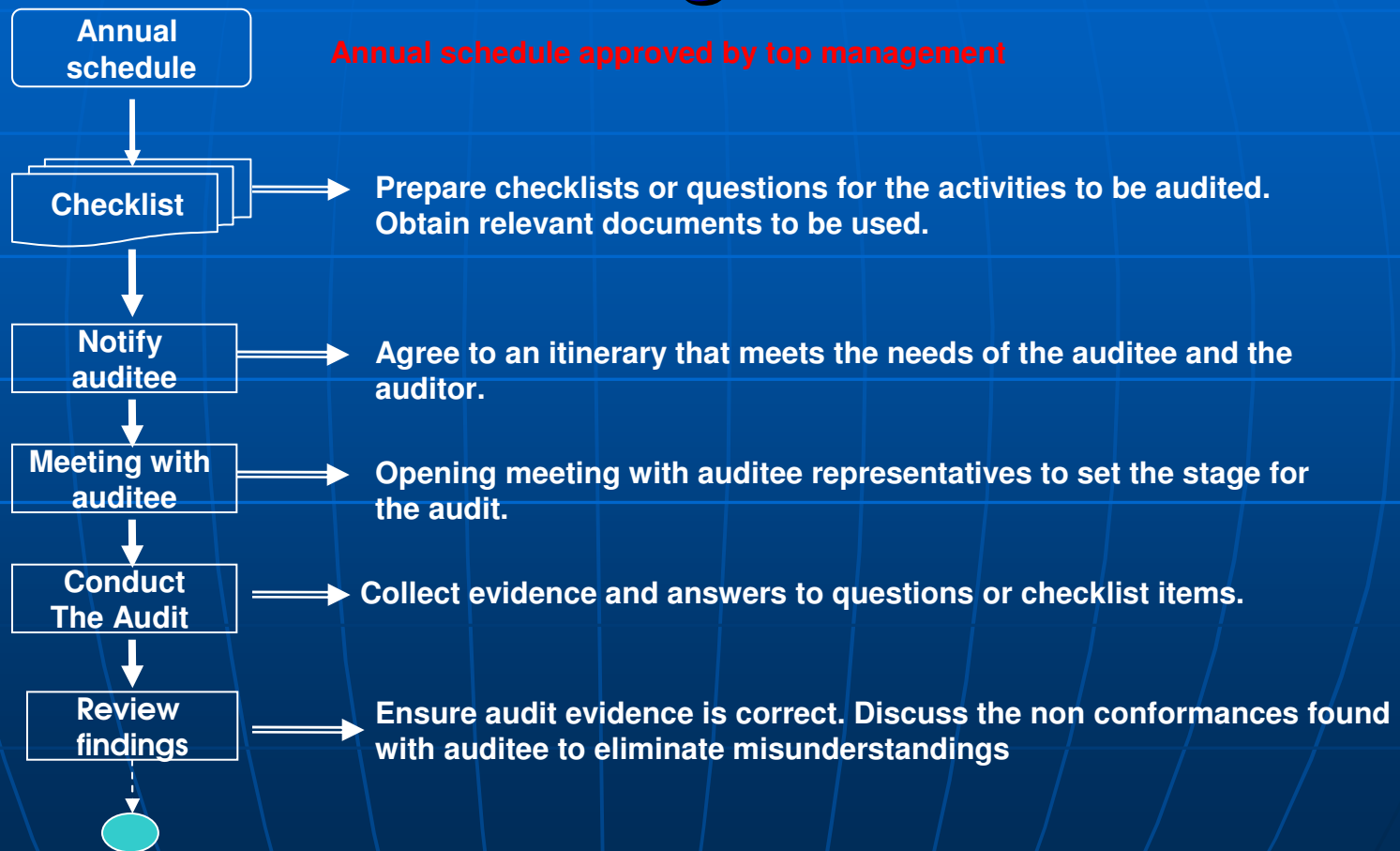
» Overview

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

» Planning (Cont'd)



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.