

Introduction: Why are you here?

- To learn more about ISO 9001:2015
- To be able to evaluate you own area and make improvements.
- To understand the audit process
- To be able to participate in the audit process

A Guide to Internal Auditing

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



There are three kinds of audits that can be conducted in your organization:

- 1. *First party audit*** or an **Internal audit** that is the topic of this presentation.
- 2. *Second party audit***, carried out by a customer or a customer's representative, usually to ensure that you comply with contractual requirements.
- 3. *Third party audit***, carried out by a Registrar, usually to certify that your quality management system is in compliance to the ISO 9001:2015 standard.



ISO Standards follow ***Plan-Do-Check-Act***:

- **Plan** - Establish the objectives and processes needed to deliver the QMS results
- **Do** - Implement the QMS processes
- **Check** - Check the processes against the policy, objectives, targets, regulations, and report on the results. (**Auditing**)
- **Act** - Take actions to improve the QMS.



The Internal Audit process is one of the most important Requirements in an ISO-Based standard.

ISO Standards require that audit procedures be established, implemented, and maintained.

- ISO 9001:2015, Par. 9.2
- ISO 14001:2015, Par. 9.2.2
- Etc.

**Failure to perform Internal audits becomes a significant
“Road-Block to Registration”.**

