MG CENTRUM SZKOLEŃ I KOREPETYCJI

Marta Gwiżdż - Pikor
Bogumińska 5B
44-351 Turza Śląska

certificate number in
accordance with hologram

MG CENTRUM
SZKOLEŃ I KOREPETYCJI

CERTIFICATE
No.:   15661

Mr/Mrs	DAGMARA SMAGA
Course Title	Internal Auditor of the Quality Management (ISO 9001:2015)

Including 16 hours of online classes

I. Requirements 9001: 2015
1. The basis of QMS: 7 principles of quality management, process approach, PDCA cycle, risk-taking approach.
2. The structure of the standard. Scope, normative references, terms and definitions.
3. The organization's context: external and internal factors, interested parties and their requirements, the scope of the system, processes in the quality management system.
4. Leadership: committed (customer focus), Quality Policy (development, communication), roles, responsibility and authority.
5. Planning: activities related to risk and opportunities, quality objectives and planning their achievement, change planning.
6. Support: resources (personnel, infrastructure, work environment, resources for monitoring and measurements, knowledge), competences, awareness, communication, documented information.
7. Operating activities: Planning and supervision, requirements for products / services, design and development, supervision of external processes / products / services, production and delivery of services, release of products / services, supervision of non-compliant results.
8. Evaluation of results: monitoring, measurement, analysis and evaluation, internal audits, management review.
9. Improvement: inconsistencies and corrective actions, continuous improvement.
II. Auditing the quality management system (requirements of ISO 19011: 2018)
1. Terminology regarding audits
2. Planning of internal audits
3. Implementation of internal audits (techniques, principles, methods of auditing)
4. Documenting the audit and its results
III. Exercises and practical workshops
IV. The final exam checking the knowledge of the training participant has a positive result.

Marta Gwiżdż - Pikor

PhD MARTA GWIŻDŻ - PIKOR
CEO MG Centrum Szkoleń i Korepetycji

ISO 9001
LL-C (Certification)