ISO 19011 Guidelines For Auditing Management System

Introduction

ISO 19011 provides guidance on auditing management systems, managing an audit program and conducting management system audits, as well as guidance on the evaluation of competence of individuals involved in the audit process and understanding of how to audit an API specification. ISO 19011 is applicable to all organizations that need to conduct internal or external audits of management systems or manage an audit programs. ISO 19011 is the standard that sets forth guidelines for auditing management systems. The standard contains guidance on managing an audit program, the principles of auditing, and the evaluation of individuals responsible for managing the audit programs. An audit program consists of the arrangements made to complete all of the individual audits needed to achieve a specific purpose. ISO 19011provides valuable information on how to improve an audit program systematically, just as other departments in an organization are expected to improve. One aspect of such improvement is continuously ensuring the audit program objectives are in line with the management system policies and objectives. Organizations, in pushing for auditing improvements, should consider the needs of customers and other interested parties. The course will feature:

- Defining program objectives

- Ensuring you understand the specific objectives you hope to achieve

- Making audit arrangements

- Assigning roles and responsibilities

- Defining number, scope, location, and duration of audits

- Determining criteria and specific checklists

- Establishing review procedures

- Completing the audits needed

- Planning and reviewing internal documents

- Collecting and verifying audit evidence

- Generating findings and preparing reports

- Communicating findings

- Reviewing the results and process

- Assessing results and trends

- Conforming with audit program procedures

- Evolving needs and expectations of interested parties

- Analyzing audit program records

- Examining effectiveness of the measures to address risks

- Ensuring confidentiality and information security

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Who Should Attend?

Managers, Team Leaders, Line Managers, Superintendents, OE Champions, Quality and Project Managers, Supervisors, Executives, Internal and External Auditors, Members of IT Team, Health & Safety Managers, Risk Managers, Business Process Owners, Business Finance Managers, Business Risk Managers, Regulatory Compliance Managers, Project Managers, Continuity, Risk, Quality, IT and Environmental Managers, Anyone involved in the system development, implementation and maintenance, Regulatory Affairs Managers, Consultants, Anyone who is involved in ISO standards

Course Objectives:

By the end of this course, delegates will be able to:

- Understand the specific requirements of the ISO 19011 standard
- Differentiate between auditing and consulting
- Understand the difference between an audit schedule and an audit plan
- Know what areas or units are covered in auditing
- Be able to choose the criteria needed to be applied for auditing
- Determine what activities each audit will cover

Course Outline:

- Establishing the audit program objectives
- Implementing the audit program
- Monitoring the audit program
- Reviewing and improving the audit program
- Initiating the audit
- Preparing audit activities
- Preparing and distributing the audit report
- Completing the audit
- Determining auditor competence to fulfill the needs of the audit program
- Establishing the auditor evaluation criteria
- Selecting the appropriate auditor evaluation method
- Conducting auditor evaluation
- Maintaining and improving auditor competence
- Guidance and illustrative examples of discipline-specific knowledge skills of auditors
- Additional guidance for auditors for planning and conducting audits