



MICROSOFT TRAINING

Iso 9001 Qms Internal Auditor Training Course

Learn to conduct effective ISO 9001 QMS internal audits. Ensure compliance and drive continuous improvement.

DURATION

2 hours

LEVEL

Intermediate

FORMAT

Instructor-Led

- Globally Recognized Certification

- Expert-Led Hands-On Training

- Flexible Scheduling

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COURSE OVERVIEW

This intermediate-level ISO 9001 QMS Internal Auditor Training Course, brought to you by Computer Pride and designed with Microsoft's learning principles, is specifically crafted to equip professionals with the essential knowledge and skills to conduct effective internal audits of Quality Management Systems (QMS) based on ISO 9001:2015. Over 2 intensive hours, participants will delve into the core requirements of ISO 9001, understand the principles of auditing as per ISO 19011, and learn practical methodologies for planning, executing, reporting, and following up on QMS audits. This course moves beyond theoretical concepts, focusing on real-world application to ensure your organization's QMS is robust and compliant.

Duration	2 hours
Level	Intermediate
Vendor	Microsoft

COURSE CURRICULUM

01 Module 1: Introduction to ISO 9001 and Quality Management Systems

- Overview of ISO 9001:2015 standard and its structure
- Understanding the Seven Quality Management Principles
- Context of the Organization (Clause 4)
- Leadership and Planning for Quality (Clauses 5 & 6)
- Support and Operation of QMS (Clauses 7 & 8)

02 Module 2: Principles of Auditing and Auditor Responsibilities

- Introduction to ISO 19011:2018 (Guidelines for auditing management systems)
- Types of audits (first, second, third party)
- Key principles of auditing: ethical conduct, fair presentation, due professional care, independence, evidence-based approach
- Roles and responsibilities of an internal auditor
- Auditor competence and evaluation

03 Module 3: Planning the Internal Audit

- Establishing audit objectives, scope, and criteria
- Developing an audit plan and checklist
- Document review and preparation for audit activities
- Selecting the audit team and assigning roles
- Communication with auditees and logistics

04 Module 4: Conducting the Internal Audit

- Opening meeting protocols and objectives
- Effective interviewing techniques and questioning strategies
- Collecting and verifying objective evidence (records, documents, observations)
- Identifying nonconformities and opportunities for improvement
- Managing audit trails and documentation during the audit

05 Module 5: Audit Reporting and Follow-up

- Preparing clear, concise, and accurate audit reports
- Communicating audit findings and nonconformities effectively
- Conducting the closing meeting and presenting results
- Understanding corrective actions and root cause analysis

- Verification of corrective actions and audit closure

CAREER PATHWAYS

Graduates of this program are prepared for the following roles:

- > **Certified QMS Internal Auditor within manufacturing, service, or public sectors**
- > **Quality Assurance Coordinator specializing in process adherence and continuous improvement**
- > **Compliance Analyst focusing on organizational standards and regulatory alignment**

FREQUENTLY ASKED QUESTIONS

Q: What foundational knowledge or experience is recommended to maximize my learning in this ISO 9001 QMS Internal Auditor course?

While there are no strict prerequisites, participants will benefit most from having a basic understanding of ISO 9001:2015 requirements or prior exposure to quality management principles. Familiarity with organizational processes and documentation within their respective workplaces will also be advantageous, as the course focuses on applying audit methodologies to real-world scenarios.

Q: How will this specific certification enhance my ability to drive measurable quality improvements and operational efficiency within my organization?

This certification equips you with the structured approach of an internal auditor, enabling you to objectively assess your organization's QMS against ISO 9001 standards. You'll gain skills to identify process inefficiencies, nonconformities, and areas for improvement, providing data-driven insights that lead to better operational control, reduced waste, enhanced customer satisfaction, and a culture of continuous improvement, directly contributing to your organization's bottom line and quality reputation.

Q: Beyond conducting audits, what practical skills will I acquire from this course that are transferable to other quality-related roles or projects?

You will develop critical skills in evidence-based decision-making, effective communication, and impartial observation, which are invaluable in any quality assurance, project management, or operational leadership role. The course enhances your ability to analyze complex processes, identify root causes of problems, develop corrective actions, and contribute to policy and procedure development, making you a more versatile and impactful professional in quality-driven environments.

ABOUT COMPUTER PRIDE



East Africa's Premier IT Training Center

With over 15 years of excellence, Computer Pride delivers globally recognized certification programs from leading technology vendors. Located on Kenyatta Avenue in Nairobi's CBD, our state-of-the-art facilities and expert instructors have empowered thousands of professionals across East Africa.

15+

Years of Excellence

10,000+

Professionals Trained

50+

Vendor Certifications

READY TO ENROL?

Take the next step in your technology career.

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