

# Course : Conducting an internal quality audit

*Practical course - 2d - 14h00 - Ref. AIQ*  
*Price : 1520 CHF E.T.*

Nouvelle édition

Internal auditing is essential for a company, both to verify performance and the correct application of internal standards, and to prepare for new certifications or future external audits. After a refresher course on auditing techniques, this course will enable you to deepen your skills with a view to perfecting them.

## Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Structuring the internal audit activity
- ✓ Master the techniques and tools of internal auditing, from the preparatory phase through to completion.
- ✓ Enhance the value of the audit by communicating results and monitoring implementation of recommended actions
- ✓ Ensure the effectiveness of corrective actions and manage the closure of the action plan.

## Intended audience

Quality auditors, internal auditors or anyone who has already carried out audits and wants to improve their approach.

## Prerequisites

Fundamental knowledge of internal quality auditing or AQI training "Conducting an internal quality audit".

## Practical details

### Hands-on work

Exercises throughout the course to deepen the concepts and their application. Participants challenge each other using tools provided by the trainer.

## Course schedule

### PARTICIPANTS

Quality auditors, internal auditors or anyone who has already carried out audits and wants to improve their approach.

### PREREQUISITES

Fundamental knowledge of internal quality auditing or AQI training "Conducting an internal quality audit".

### TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

### ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.

Participants also complete a placement test before and after the course to measure the skills they've developed.

## 1 Prerequisites and key conditions for effective internal auditing

- Reminder of the fundamentals of auditing.
- Identify the key players in the internal audit function, their roles and responsibilities, so as to involve them as effectively as possible.
- Position the importance of auditing within the company.

### Hands-on work

Exchange of practices between participants and trainer. Analysis of the internal audit approach in participants' companies.

## 2 Improving the internal audit process

- Identify and determine objectives according to the type of internal audit to be carried out.
- Establish the sequence and stages of the audit.
- Define the auditor's ethical rules and role.

### Hands-on work

Exercise throughout the course: in sub-groups, specify the objectives of an audit. Each group challenges the other's objectives, using a grid of questions and the trainer's help.

## 3 Develop your interpersonal skills

- Build a relationship of trust with the auditee or any other interlocutor.
- Asserting yourself to raise awareness: anchoring your words and involving your contacts.
- Find arguments to get people on board during a meeting or exchange.
- Assessing the situation: active listening and reformulation.
- Ask concrete questions. Open and closed questions.
- Avoid deadlocks and blockages. Respond to objections from your interlocutor(s).

### Hands-on work

Participants practice speaking in simulated interviews and meetings as part of the audit.

## 4 Optimize audit preparation and planning

- Establish the objectives, reference framework and audit fields to be covered.
- Analyze upstream the services to be audited.
- Draw up the organization to be put in place.
- Plan the audit and inform stakeholders so as to involve them in the process.

### Hands-on work

Exercise: in sub-groups, participants draw up and present a detailed audit program.

### TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

### TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

### ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at [psh-accueil@orsys.fr](mailto:psh-accueil@orsys.fr) to review your request and its feasibility.

## 5 Performing the audit

- Build audit grids based on the standards to be audited.
- Gather data for analysis through effective note-taking.
- Highlight deviations from the standard and the resulting actions in an audit report.
- Hand in the audit report and close the process with a meeting of all stakeholders.

### Hands-on work

Exercise: in sub-groups, participants analyze existing audit grids and the corresponding data collection. Writing an audit report and organizing its presentation.

## 6 Follow-up and improvement of corrective action plan

- Ensure that corrective actions are consistent with non-conformities.
- Set up frequent monitoring of action plan progress.
- Demonstrate the effectiveness of corrective actions in an observable way.
- Close the action plan with the audited team.

### Hands-on work

Red thread exercise: in sub-groups, participants check the effectiveness of corrective actions.

## Dates and locations

### REMOTE CLASS

2026 : 4 June, 14 Dec.