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

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.

(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.