Course : Conducting an internal quality audit

Practical course - 2d - 14h00 - Ref. AQI
Price : 1370 CHF E.T.

★★★★½ 4,6 / 5

BEST

The Internal Quality Audit is a key part of a company's strategy, enabling it to verify the level of operation of its quality management system. If you have the internal resources to carry it out, this training course is ideal, particularly for identifying areas for improvement.

Teaching objectives

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

- Plan an audit program tailored to your business
- Conduct audit interviews in the best possible conditions
- Draft audit report and action plan
- Monitor implementation and progress of action plan

Intended audience
Quality auditors, internal auditors, process managers, quality coordinators.

Prerequisites
No special knowledge required.

Practical details
Hands-on work
Exercises in sub-groups based on audit situations and implementation of the method on real company cases, role-playing.

Course schedule

PARTICIPANTS
Quality auditors, internal auditors, process managers, quality coordinators.

PREREQUISITES
No special knowledge required.

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 Audit concept

- Reminder of terminology.
- Understand the purpose of auditing.
- Identify audit types.
- Position the audit within the quality management system.
- Apply PDCA logic.
- Identify ISO 19011 guidelines.

Hands-on work
Quizzes in sub-groups.

2 Designing your quality audit program

- Define audit scope and objectives.
- Plan the company's audit program.
- Agree on the definition of deviations (non-compliance).
- Key points of the quality audit procedure.

Hands-on work
In sub-groups, consider the audit program of a typical company. Restitution and sharing of views on the steps taken.

3 Preparing for the audit visit (interview)

- Specify the scope and purpose of the audit.
- Identify and collect audit data.
- Draw up a framework of questions.
- Build your audit guide.

Hands-on work
In sub-groups, teams are assigned and an audit is prepared.

4 Conducting the interview

- Establish a constructive (win-win) relationship.
- Structure your questions and get concrete answers.
- Encourage suggestions.
- Practice active listening (listening, reformulation, follow-up, refocusing).
- Avoiding conflict (Karpman).
- Using the DESC method to resolve conflicts.
- Note-taking during the interview.
- Close the interview and communicate conclusions.

Hands-on work
Performance of previously prepared audits according to pre-established scenarios. Role-play feedback: analysis of progress and behaviors.

5 Report and action plan drafting

- Draft the audit report, including conclusions.
- Obtain a justified action plan with deadlines from the auditees.
- Monitor implementation of the action plan and measure progress.

Dates and locations

REMOTE CLASS
2026 : 22 June, 1 Oct., 14 Dec.