

Positive words

Here's what some of our course participants have had to say:

'More than I expected, very informative. I now have a better understanding of the audit process and procedures.'

'Over and above expectations. I know why audits are carried out, who does them, when, where and how! Awesome course.'

'Exceeded expectations. Easily understood language used throughout the workshop.'

'Expected more technical jargon, but was pleasantly surprised with the understandable, friendly presentation.'

Positive results

Here are just a few of the many on-the-job improvements and business benefits you can expect to achieve as a result of this course:

- increased profit
- enhanced business efficiencies
- identification of areas for improvement
- reduction in waste
- improved competitive position

COURSE RECOGNITION

New Zealand Organisation for Quality is registered by the New Zealand Qualifications Authority as a Private Training Establishment under the provisions of the Education Act 1989 and its subsequent amendments.

Join NZOQ and save

NZOQ membership entitles you to exclusive discounts on examinations, course fees, and other services.

Why not join us today. Call us on 06 351 4407 or email quality@nzoq.org.nz



Why NZOQ?

It doesn't matter how successful you are, there's always room for improvement. NZOQ has the support and resources you need to take your business to the next level. We can help identify areas for improvement so you can achieve world-class levels of performance, enhanced employee and customer relations, increased productivity and greater profitability.

OUR VISION

We will be recognised as the pre-eminent organisation that promotes and supports the maximisation of world-class business processes and performance within New Zealand.

OUR MISSION

We will promote and support the maximisation of capability in world-class business processes and performance for businesses and individuals alike.

OUR VALUES

We are a non-profit organisation that promotes and supports ethical and sustainable practices and diversity.

We demonstrate leadership in improved business process through advocacy, education, promotion and support.

We also promote and represent high standards of professionalism through the provision of opportunities for learning and growth.

Quality statement

Quality is what customers say it is.
People working together hold the key to improving quality.

www.nzoq.org.nz



what it means • what you'll learn • why you need it

Internal auditor training

learn·share·grow



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Course overview

NZOQ's 'Internal Auditor Training' course offers a comprehensive two-day programme that provides participants with the knowledge and skills they need to conduct internal management systems audits in and for their own organisations.

WHY YOU NEED IT

Internal audits offer an invaluable opportunity for businesses to improve their performance and to streamline internal processes and systems. It gives management an independent assessment of the 'health' of their business, and identifies any gaps between what was planned for and what is really happening. By the end of the course, participants should be able to:

- Interpret and apply the elements and principles of the ISO 9000 and other Standards i.e. Food Safety Requirements, Risk Management Standards, Customer Standards etc.
- Plan and prepare for an internal audit
- Develop a practical checklist
- Develop and use audit documentation and schedules
- Develop an internal audit report
- Present audit findings in a constructive manner
- Determine the roles and responsibilities of an internal auditor

'The quality, not the longevity, of one's life is what is important.'

MARTIN LUTHER KING

WHO SHOULD ATTEND?

There is no prerequisite for attendance. However the course is intended for those who are familiar with the basic concepts of quality management systems and who have had some involvement with their own organisation's quality management system.

Auditing is a highly effective and necessary management tool. Every business should use it in the pursuit of continuous improvement.

Course contents

Participants will be provided with a full set of course notes including the concepts of ISO 19011:2003 Guidelines for Quality and/or Environmental Management Systems Auditing.

They will also receive a copy of ISO 9001:2008 Quality Management Systems requirements, which will be used to demonstrate the use of a standard in the audit process.

Role plays and case studies based on actual audits may be used to reinforce the concepts and provide participants with practice in applying the principles to situations typically encountered during internal auditing.

DAY ONE

- Understanding management systems standards
- Non-compliance workshop
- Audit objectives
- Types of quality systems
- Strengths and weaknesses of different types of audits
- When and why do we do internal audits?
- Typical problems encountered
- People aspects of internal audits
- Who should do internal audits?
- Organisation of internal audits

DAY TWO

- Internal audit procedure
- Ethical issues for auditors
- Audit tools
- People skills
- Documentation audit
- Compliance audit
- Role play / Closing meeting

Course arrangements

NZOQ Internal Auditor Training is a two or three day programme available as a public course or In-House specific to your organisation or industry. For more information or for set-up and registration details, please contact us on 06 351 4407 or email quality@nzoq.org.nz

Ongoing education

As part of our continuing education programme, NZOQ also offers the following courses to the public and as corporate training options.

QUALITY SYSTEMS AUDITING WORKSHOP

A five-day workshop for people with a background in quality systems who wish to become involved in 2nd party (supplier) or 3rd party (certification) audits. QSA approved course.

CERTIFICATE IN QUALITY ASSURANCE

A premier course covering the principles and practices of quality management and quality systems. Explores the tools and techniques for developing and introducing a quality approach into an organisation, and involves an internal assessment component. Examination available.

QUALITY MANAGEMENT: PRACTICAL SKILLS

A 24-hour course providing general training in the concepts of quality management and systems and an introduction to the use of practical tools and techniques for quality improvement.

QUALITY IN HEALTHCARE: PRACTICAL SKILLS

A 24-hour course providing an introduction to the key concepts of quality management and their application to healthcare.

PROFESSIONAL RECOGNITION

NZOQ operates a scheme for recognition of professional competence as a Quality Practitioner. Two grades of recognition are available - Certified Quality Practitioner and Certified Quality Manager.

CORPORATE TRAINING

All NZOQ programmes are available for in-house training and new programmes can be developed to meet specific requirements. For further information contact NZOQ.

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