

# Internal Audits



NATA's **Internal Audits** course is designed to meet the needs of all personnel in a laboratory who require a sound understanding of internal audit procedures.

All quality management systems include the requirement for an effective internal audit function. This function ensures the management system is being implemented as intended, that the facility is managing its risks, and is an important tool for identifying continuous improvement processes and development opportunities for staff.

This course is based on the principles contained within 'ISO 19011 Guidelines for quality and/or environmental management systems auditing, and therefore applies equally to ISO 9001, ISO14001, ISO/IEC 17025 and ISO 15189.

This two-day session is delivered as a practical workshop including scenarios and role plays and encourages interaction with other attendees.

## WHO SHOULD ATTEND:

All levels of staff including quality assurance managers, quality assurance staff, frontline managers, and other support staff involved with internal systems audits.

## LEARNING OBJECTIVES:

- Explain the key purposes and approaches to internal audits
- Compare different types of audits
- Understand and contrast internal auditing requirements of:
  - ISO/IEC 17025 General requirements for the competence of testing and calibration laboratories
  - ISO 15189 Medical laboratories – Requirements for quality and competence
  - ISO 9001 Quality management systems – Requirements
- Describe key factors involved in establishing an internal audit program
- Differentiate between vertical and horizontal audits
- Identify key factors for consideration when scheduling internal audits
- Identify responsibilities in preparing an internal audit
- Explain the importance of audit checklists and distinguish between different types
- Prepare an internal audit checklist
- Outline factors determining audit sample size
- Prepare an internal audit plan
- Define the key steps in conducting an internal audit
- Describe principles of internal audits
- Recognise and explain the importance of evidence to support audit findings
- Identify appropriate techniques in conducting internal audits
- Prepare and deliver audit findings
- Identify contents of an audit report
- Write appropriate non-conformance statements
- Conduct an exit meeting
- Identify contents of an audit report
- Evaluate appropriate audit follow-up actions



Accreditation  
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## DETAILED COURSE CONTENT

### Overview

Course objectives

### Why Internal Audits?

Types of Audits  
Special Considerations for Internal Audits  
Auditing requirements

### The Audit Process

Five stages of auditing

### Establishing the program

Documenting the Internal Audit Procedure  
The Internal Audit Schedule  
Audit Working Documents  
Training and Selection of Auditors

### Planning & Preparing for an audit

Briefing the Auditor  
Preparing for the Audit  
Audit Checklists  
Audit Plans

### Conducting an Audit

Key Principles of Conducting an Audit  
Successful Auditing  
Information and Evidence Gathering Techniques  
What to do with your findings  
Closing Meeting

### Reporting the Audit Findings

Audit Reports and Forms  
Report Content  
Nonconformities

### Follow-up actions

Corrective and Preventive Action  
Closing out the Audit  
Internal Audits and Management Reviews



**Our teaching approach is centred on a workshop format that is highly interactive and utilises a mix of case studies, role plays and scenarios for the most effective learning outcomes.** We are able to tailor the course to the needs of your organisation including focussing on elements which have particular application for your company.

This course is certified by



PHONE: 1800 621 666  
EMAIL: [trainingservices@nata.com.au](mailto:trainingservices@nata.com.au)  
WEB: [www.nata.com.au/training](http://www.nata.com.au/training)

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