

PROGRAMME
Online Training Course | June 2021

Quality management systems (QMS) audit. Internal audit of QMS according to ISO 9001

Scope of the program 3 credits 90h (40/50)

Pre-tasks

- pretestinc template questions
- participants to explain what the purpose and target audience of their course is;
- participants to be familiarized with the basic requirements of the international standard ISO 9001: 2015 and the structure of the organization's quality management system.

Pre-reading

- participants to be sent some introductory literature on the relevant matter,
- participants to be referred to already existing courses similar to theirs for them to analyse.

Participants to write a reflective diary throughout.

Glossary to be compiled as course progresses.

Shared practice/wrap-up sessions at the end of each unit.

After successful completion of this course, participants will be able to:

- interpret the requirements of ISO 9001 in the context of an audit;
- describe the roles and powers of auditors;
- plan and conduct an audit in accordance with ISO 19011;
- prepare a report on the results of the audit;
- carry out follow-up control of activities;
- organize the audit and lead the audit team.

Unit 01 [10/14 h]

Requirements and practical aspects of implementing a quality management system

By the end of this unit, participants will be able to:

- Develop programs for implementation and preparation for certification of the quality management system
- Draw up the documentation of the quality management system in accordance with international ISO standards

Content

- International Organization for Standardization ISO. Standardization of management system requirements and the ISO 9000 series of standards
- International and national accreditation bodies, certification bodies

- Evolution and fundamentals of system management
- Principles, basic terms and definitions of the QMS
- Process approach and risk-oriented thinking
- Review of the requirements of the ISO 9001: 2015 standard, approaches and experience of their application
- Development of a program for the implementation and preparation for certification of the quality management system
- Documentation of the quality management system
- A brief introduction to the methods of risk assessment in the QMS. Examples of their use

Unit 02 [8/12 h]

General issues of conducting audits of quality management systems

By the end of this unit, participants will be able to:

- Conduct an audit of the quality management system, taking into account the ISO 19011: 2018 standards
- Recruit auditors and instruct them on activities.

Content

- Certification systems, frequency and types of audits
- Basic terms and definitions ISO 19011: 2018
- General issues and principles of auditing management systems
- Competence and assessment of auditors

Unit 03 [10/12 h]

Audit procedure according to ISO 19011

By the end of this unit, participants will be able to:

- Develop an audit program, conduct internal audit and document its results
- Monitor and analyze the effectiveness of audits

Content

- Management of the audit program
- Initiation of audit
- Preparing for an on-site audit
- Conducting an internal audit and documenting its results
- Completion of audit and following actions
- Monitoring and analysis of the effectiveness of audits

Unit 04 [12/12 h]

Practical aspects of conducting internal audits of the QMS

By the end of this unit, participants will be able to:

- Use the simplest statistical methods to identify the root causes of nonconformities, analyze the causes of nonconformities identified during the audit of the quality management system

- Highlight common mistakes and inconsistencies

Content

- Psychological aspects of the auditor's work and interview technique

- Features of the internal audit of a QMS built in accordance with the requirements of ISO 9001: 2015

- Using the simplest statistical methods to identify the root causes of nonconformities

- Analysis of the causes of nonconformities identified during the audit of the quality management system

- Typical errors and inconsistencies identified during audits of the quality management system

General Information about the LLL Course	
Course title	Quality management systems (QMS) audit. Internal audit of QMS according to ISO 9001
Study programme	The resources of the university, the LLL center and departments have a full range of resources to implement this program. These are qualified teachers, technical support; methodological support.
Number of ECTS credits, notional learning time	H 90 - 3 ECTS credits
Content summary	<i>Short summary of the content of the course.</i> Training of specialists of organizations in the construction, implementation, as well as conducting internal audits of management systems in accordance with the requirements of ISO 9001: 2015 in a consistent and systematic form. Clarification of the provisions of the international standard ISO 19011: 2018, familiarization with the principles of auditing and methods of managing the program of internal audits of management systems. Obtaining specific knowledge related to the peculiarities of the construction, implementation and operation of management systems, methods of auditing, as well as skills in filling out reporting forms. Obtaining an overview of

	certification systems and the formal basis for conducting external certification and supervisory audits of the MS.
Your Target Audience целевая аудитория	
Target group	<p>Target group of this course:</p> <p>The course is intended for employees who are responsible for planning and conducting internal audits of the quality management system, as well as those participating in internal audits of the quality management system, organizations preparing for certification or having a certified management system.</p> <p>The course is also recommended for heads of services and departments, managers and quality specialists.</p> <p>The age of the participants is not limited</p>
Students' prior knowledge, skills, and competences	<p>Which knowledge, skills, and competences does the standard target group member have?</p> <p>A member of a standard target group has the following knowledge, skills and competencies:</p> <ul style="list-style-type: none"> ✓ basic knowledge of the requirements of the international standard ISO 9001: 2015 ✓ the structure of the organization's quality management system
Rationale	<p>The course provides students with knowledge and skills in accordance with ISO 9001: 2015 standards, the necessary information for conducting internal audits of quality management systems (QMS) taking into account the requirements of ISO 19011: 2018, as well as reporting on the results of audits and post-audit actions.</p> <p>Completing this course will allow the student to:</p> <ul style="list-style-type: none"> • Assess the role and impact of the internal quality management system on the organization's performance • Understand the benefits of conducting management system audits that allow: <ul style="list-style-type: none"> - Study the principles and methods of auditing. - To acquire skills in planning and preparing audit, drawing up reports on audit results.
Reaching out	Information about the course will be presented in the media, on Internet platforms, on the university website.
Didactical Design of the LLL Course	

Intended learning outcomes (max. 5)	<p>By the end of this unit, participants will be able to:</p> <ul style="list-style-type: none"> • interpret the requirements of ISO 9001 in the context of an audit; • describe the roles and powers of auditors; • plan and conduct an audit in accordance with ISO 19011; • prepare a report on the results of the audit; • carry out follow-up control of activities; • organize the audit and lead the audit team. <p>After successful completion of this course learners will be able to understand how quality internal audits of management systems enable:</p> <ul style="list-style-type: none"> - to obtain objective information about the state of the management system and its compliance with audit criteria (target standard, internal procedures, legislation, etc.); - identify problem areas and places for improvement; - to reduce the amount of errors, failures, incidents, etc. due to purposeful work to identify and eliminate inconsistencies, analyze their causes and prevent their recurrence in the future.
Assessment methods	<p>Forms of assessment:</p> <ul style="list-style-type: none"> ✓ Testing for the theoretical part of the course; ✓ Development and presentation of the training project (finished product).
Pedagogical approach	<p>The course is a progressive didactic concept and is focused on the needs of each individual participant. It will be implemented in the form of a training with the involvement of each participant in the educational interaction. The participants will focus on the needs of their organization when will develop the final product (training) The resulting product can be immediately put into practice.</p>
Number of students	10-15
Delivery mode	<p><i>Choose the delivery mode which will be used:</i></p> <ul style="list-style-type: none"> <input type="checkbox"/> Face-to-Face <input type="checkbox"/> Blended learning (mix between face-to-face and online learning) ✓ Online Course
Learning activities	<p>The course is implemented through interactive lectures and practice-oriented seminars. The schedule of classes, teaching materials, teaching methods are correlated with the needs and</p>

	adapted to the capabilities of the training participants. Classes are held after listeners' work, adapted to their work schedule.
Infrastructure and devices	For the organization of training, consultations are held, interactive communication is organized to exchange opinions. ICT support is provided by the university: laptops, interactive whiteboards, smartboards, flip charts, etc.
Virtual environment and digital tools	Educators use the platform Moodle, Kahoot !, padlet, Google; web- conference tools like Zoom, Viber, Google meet, etc. etc.
Staff	
Necessary roles	Teachers have extensive experience in organizing coaching work (development, implementation, scientific justification of feasibility) and the relevant competencies necessary for the implementation of the program.
Number of lecturers	<i>Depending on the number of students and desired learning outcomes.</i> 2
Number of tutors	<i>Depending on the number of students and desired learning outcomes.</i>
Necessary prior knowledge, skills, competences of lecturers/tutors	The teaching staff is in line with the strategic goals and educational concepts of the program: <ul style="list-style-type: none"> - use the Moodle platform; - use tools for web conferences Zoom, Viber, Google meet; - have skills to moderate online discussions on an online forum; - include in the lesson the previous experience of course participants.

Program development team :

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