ISO 19011:2018 QMS AUDITING GUIDELINES TRAINING

Course Title: ISO 19011:2018 QMS Auditing Guidelines Training

Course Validity: 2 Days

Validity: Not Applicable

HRD Corp Scheme: Claimable

INTRODUCTION

This training program provides participants with a complete understanding of ISO 19011:2018, the international guideline for auditing management systems. The course covers audit principles, planning, conducting audits, gathering evidence, reporting findings, managing auditor competence, and ensuring the integrity of the audit process. Participants will learn practical techniques used during internal, supplier, and certification-style audits, strengthening the organization's ability to maintain and improve its Quality Management System (QMS).

OBJECTIVE(S):

- Understand ISO 19011:2018 audit principles and requirements.
- Learn how to plan, conduct, and close a QMS internal audit effectively.
- Strengthen competence in interviewing, evidence collection, and sampling.
- Develop skills for identifying findings (NC, OFI, conformity).
- Learn how to prepare audit plans, checklists, and process audit flows.
- Understand auditor roles, responsibilities, behaviours, and ethics.
- Produce effective audit reports aligned with ISO 19011 & ISO 9001 expectations.
- Perform follow-up actions, corrective actions, and audit closure activities.

TARGET GROUP(S):

- Internal Auditors

- QMR / Quality Executives

- Process Owners

- ISO 9001 Implementers

- Management Representatives

- Supplier/2nd Party Auditors

- Individuals preparing for certification audits

ENTRY REQUIREMENT(S):

- Basic understanding of ISO 9001:2015

- Able to communicate in English/Malay

- Preferably attended ISO 9001 Awareness training

TOPIC(S):

1. Introduction to ISO 19011:2018 & Audit Principles

2. Types of Audits: Internal, External & Supplier Audits

3. Auditor Roles, Conduct & Professional Ethics

4. Audit Planning: Scope, Criteria, Objectives & Risk-Based Approach

5. Developing Audit Checklists & Sampling Techniques

6. Conducting the Audit: Interviews, Observations & Evidence Gathering

7. Identifying Findings: NC, Minor, Major & OFI

8. Reporting Audit Results & Closing Meetings

9. Follow-Up Actions & Corrective Action Verification

10. Competence of Auditors & Continual Improvement of Audit Program

LIST OF REFERENCE BOOK(S):

- ISO 19011:2018 Guidelines for Auditing Management Systems
- ISO 9001:2015 Quality Management Systems Requirements
- ISO 9000:2015 Fundamentals & Vocabulary

LIST OF TEACHING AID(S):

- LCD projector
- Computer
- Whiteboard & markers
- Audit checklists & templates
- Sample findings & audit scenarios

METHODOLOGY(S):

- Lecture
- Role-play auditing simulation
- Group discussions
- Case studies from real audit scenarios
- Evidence-gathering exercises
- Audit report writing workshop

TRAINING SCHEDULE

Day 1

Time	Activity/Topic
8:30 am – 9:00 am	Registration & Introduction
9:00 am – 10:30 am	Topic 1: Overview of ISO 19011 & Audit Principles
10:30 am – 10:45 am	**Morning Tea Break**
10:45 am – 12:30 pm	Topic 2: Audit Types, Auditor Roles & Ethics
12:30 pm – 1:30 pm	**Lunch Break**
1:30 pm – 3:30 pm	Topic 3: Audit Planning, Scope, Criteria, Objectives
3:30 pm – 3:45 pm	**Afternoon Tea Break**
3:45 pm – 5:00 pm	Workshop: Preparing an Internal Audit Plan & Checklist

TRAINING SCHEDULE

Day 2

Time	Activity/Topic
8:30 am – 9:00 am	Recap of Day 1
9:00 am – 10:30 am	Topic 4: Conducting the Audit – Evidence & Sampling
10:30 am – 10:45 am	**Morning Tea Break**
10:45 am – 12:30 pm	Topic 5: Identifying Findings (NC, OFI, Conformity)
12:30 pm – 1:30 pm	**Lunch Break**
1:30 pm – 3:30 pm	Topic 6: Reporting, Closing Meeting & Follow-Up
3:30 pm – 3:45 pm	**Afternoon Tea Break**
3:45 pm – 5:00 pm	Practical Assessment: Audit Simulation + Report Writing