



ISO/IEC 17020 INTERNAL AUDITING TRAINING



MTBM Group Sdn. Bhd. (1600656-M)

Level 8, MCT Tower, Sky Park, One City, Jalan USJ 25/1, 47650 Subang Jaya, Selangor

Course Title: ISO/IEC 17020 Internal Auditing Training

Course Validity: 2 Days

Validity: Not Applicable

HRD Corp Scheme: Claimable

INTRODUCTION

This training provides participants with the knowledge, practical skills and systematic techniques required to conduct effective internal audits of inspection bodies operating under ISO/IEC 17020. The course explains how ISO 19011 auditing principles support internal audit activities and how ISO/IEC 17020 requirements translate into audit criteria related to competence, impartiality, inspection methods, reporting, documentation and organisational structure. Through audit simulations, case studies and guided exercises, participants will gain the capability to conduct professional, credible and value-adding internal audits that strengthen readiness for accreditation and enhance inspection body performance.

OBJECTIVE(S):

- Understand ISO/IEC 17020 requirements and their audit implications.
- Learn ISO 19011 principles, auditor roles and audit ethics.
- Develop audit planning, scope and documentation techniques.
- Conduct internal audits focusing on inspection competence and operational controls.
- Identify nonconformities and evaluate root causes effectively.
- Prepare structured and defensible audit reports.
- Strengthen corrective action follow-up and continual improvement.
- Support readiness for accreditation body assessments.

TARGET GROUP(S):

- Internal auditors
- Inspection personnel and technical officers
- Engineers and assessors
- Quality and compliance managers
- Accreditation and governance representatives
- ISO/IEC 17020 implementation teams

ENTRY REQUIREMENT(S):

- Able to read, write and communicate verbally in Malay/English

TOPIC(S):

1. Introduction to ISO/IEC 17020 and Inspection Body Requirements
2. ISO 19011 Auditing Principles and Auditor Competence
3. Clause-by-Clause Audit Interpretation of ISO/IEC 17020
4. Audit Planning, Risk Assessment, Scope and Documentation
5. Conducting Internal Audits for Interviews, Evidence and Observation
6. Reporting Audit Findings and Evaluation of Nonconformities
7. Root Cause Analysis and Corrective Action Effectiveness
8. Audit Follow-Up, Verification and Continual Improvement

LIST OF REFERENCE BOOK(S):

- ISO/IEC 17020: Requirements for the Operation of Inspection Bodies
- ISO 19011: Guidelines for Auditing Management Systems
- ISO/IEC 17000 Conformity Assessment Terminology
- Accreditation body requirements and inspection manuals

LIST OF TEACHING AID(S):

- LCD projector
- Computer
- Whiteboard with accessories
- Flip chart with accessories
- Internal audit checklists, forms and templates

METHODOLOGY(S):

- Lecture
- Group discussions
- Case studies
- Audit simulation exercises
- Practical activities

TRAINING SCHEDULE

Day 1

Time	Activity / Topic
8:30 am – 9:00 am	Registration and Introduction
9:00 am – 10:15 am	Topic 1: Introduction to ISO/IEC 17020 and Inspection Body Requirements
10:15 am – 10:30 am	Morning Tea Break
10:30 am – 12:30 pm	Topic 2: ISO 19011 Auditing Principles and Auditor Competence
12:30 pm – 1:30 pm	Lunch Break
1:30 pm – 3:30 pm	Topic 3: Clause-by-Clause Audit Interpretation of ISO/IEC 17020
3:30 pm – 3:45 pm	Afternoon Tea Break
3:45 pm – 5:00 pm	Topic 4: Audit Planning, Risk Assessment, Scope and Documentation

TRAINING SCHEDULE

Day 2

Time	Activity / Topic
8:30 am – 9:00 am	Recap of Day 1
9:00 am – 10:15 am	Topic 5: Conducting Internal Audits – Interviews, Evidence and Observation
10:15 am – 10:30 am	Morning Tea Break
10:30 am – 12:30 pm	Topic 6: Reporting Audit Findings and Evaluation of Nonconformities
12:30 pm – 1:30 pm	Lunch Break
1:30 pm – 3:30 pm	Topic 7: Root Cause Analysis and Corrective Action Effectiveness
3:30 pm – 3:45 pm	Afternoon Tea Break
3:45 pm – 5:00 pm	Topic 8: Audit Follow-Up, Verification and Continual Improvement