



ISO 19011:2018

Guidelines for Auditing Management Systems

Awareness



Course Information

Course Name	ISO 19011:2018 – Awareness
Course Designer	World Wide Industrial and Systems Engineers
Course Category	Guidelines for Auditing Management Systems
Course Duration	1 day
Cost of Course	Refer to Training Schedule

Course Overview

This program covers the latest ISO 19011 guidelines and corresponding techniques for conducting management system audits and for leading teams of auditors to determine if an organization's policies, procedures and practices conform to the requirements of ISO management system standards: as well as the principles and guidelines for audit program management.

ISO 19011:2018 – Guidelines for Auditing Management Systems

Who Should Attend?	Audit Program Managers, Management Representatives, ISO Coordinators, Consultants and anyone interested in learning the latest ISO 19011 guidelines for managing/leading internal and external audit teams, as well as the techniques for determining if a Management System conforms to the requirements of the standard(s).
Course Objectives	By the end of the course, the learner will be able to: • explain the scope and purpose of the ISO 19011 standard • define terms specific to auditing and related auditing principles • explain the risk-based approach to determining and evaluating audit program risks and opportunities • describe the purpose for updating from the 2011 to 2018 standard • Determine how to establish and manage an audit program, draft the documentation needed, and determine the risk and opportunity in the program • Describe the process for audits and audit reporting • Describe the need for a competence model for the selection and evaluation of auditors
Benefits	• Provides guidance on auditing management systems, including the principles of auditing, managing an audit program, conducting management system audits, and evaluating the competence of individuals involved in the audit process • Designed to help you improve your knowledge and skill set on ISO 19011:2018 that provides an understanding of auditing based on 19011:2018 and changes from 19011:2011 to 19011:2018. • Those new to auditing can benefit from the guidance outlined in the standard.

Course Content

Course Modules	1. ISO 19011 Auditing Principles and Guidelines 2. Auditor Responsibilities 3. Identifying Documentation Requirements 4. Audit Preparation 5. Audit Investigation Techniques 6. Detecting opportunities for improvement 7. Documenting and Classifying Audit Findings 8. Writing the Audit Summary 9. Communicating the Audit Results 10. Audit Team Management
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	11. Conducting Effective Audit Opening and Closing Meetings 12. The Corrective and Preventive Action (CAPA) Cycle 13. Techniques for Effective Audit Follow-Up 14. Requirements for Third Party Auditors
Certification	• Certificate of competence. • Certificate of attendance.
Assessments	• If applicable, there will be an assessment at the end of the course. • Delegates have to complete the assessment with a minimum score of 60% to receive a certificate of competence. • Delegates who score between 40% and 59% will get a second attempt at the assessment. • Delegates who score lower than 40% or fail the second attempt, will need to repurchase the course. • Delegates will receive an attendance certificate regardless of a pass or fail.

About WWiSE

Who are we?	World Wide Industrial & Systems Engineers (WWiSE) is an ISO consultancy, training, business solutions and systems implementation firm based in Southern Africa that provides clients with effective business processes and Safety, Health, Environmental, Risk and Quality (SHERQ) management solutions in preparation for ISO compliance. The solutions we provide and implement allow our clients to compete favourably in modern competitive business environments, locally and internationally. We also strive to be the leading training providers in SHERQ, ISO, Engineering, Finance, Business and Project Management.
What do we do?	Our services are aimed at the improvement of quality, efficiency, knowledge, and competitiveness of client companies. The service range includes: • ISO and SHERQ Systems implementation services whereby we assist client companies in meeting the requirements of ISO 9001, 14001, 22000, 31000, 27001, 20000-1, 50001 and ISO 45001 standards. • Integrated Management Systems development whereby we integrate several business systems and quality management solutions into a single management system to comply with various quality and safety standards.

- Training of all employees (Shop Floor to Executive Management) in the fields of SHERQ, Engineering, Finance, Business and Project Management to meet the job responsibilities and expertise requirements of International Standards.
- ISO, Legal auditing which includes gap analysis audits, product, process, procedural, and systems auditing by our registered SAATCA auditors.
- Customised web-based solutions integrating current systems to be in line with ISO requirements

We are a Level 1 BBBEE Contributor that specialises in systems development, consultancy, training, and auditing.