

The Systems 3 Group Training...  
ensuring businesses meet their key commercial, risk and social objectives.

- ✓ *Want to learn the best practices techniques for successful audits?*
- ✓ *Want to learn from the expertise of 20 years filed experience and over 300 audits?*
- ✓ *Get confident and make the transition into an Audit Role...*

## Quality Management Systems Internal Auditor Training—AQ02 (2 days)

### Are you responsible for conducting internal audits of your management systems?

Get Practical Knowledge & the Latest Information:

- Learn how to **apply effective audit techniques** to the auditee's management system
- **Learn water-tight techniques** to verify the effectiveness and efficiency of audited systems
- Understand the people attributes necessary to conduct effective and efficient audits
- **Demystify ISO9001**

### Who Should Attend?

- All staff involved in audits and reviews
- Project improvement teams
- Document Controllers
- Quality Managers
- Those wanting recognised audit qualifications

### You get to learn from real-life examples...

By using case studies, participants will receive step-by-step training to ensure there is a uniform approach and method to constructing audits. Big picture—you get to **develop a preventative culture** in your organisation.

### Also included in the course

- Your own copy of ISO 9001
- Morning, afternoon tea and lunch, every day
- **Course Manual: QMS Internal Auditor Training**, S3G, 2007.

## Day 1—Introduction to Systems and Audit Concepts

### Introducing Systems

- What's behind successful Management Systems and
- Processes and Systems Documentation
- ISO Standards—broken down into easy-to-understand language
- Regulations and other organisational considerations you need to know about

### Introducing Auditing

- Understanding Audit terms and definitions
- Objective Evidence
- Information, Verification, Compliance and Effectiveness
- Risk and importance Auditor Certification Schemes

### Initiating Audit Steps—Introducing a step-by-step system to be used in all applications

- Audits—setting objectives, scope, criteria and feasibility
- Audit Programmes and schedules
- Audit Competencies and team selection
- Audit Team Direction and Management
- Initial Contact—Pre-Audit Visit Document Review—Pre-Audit Documentation & Data
- Audit Plan: planning the itinerary, timetable: Notification
- Allocating tasks—understanding areas of responsibility
- Checklists —ensuring success, every time

### Interpretation & Application of ISO9001

- ISO 9001 Interpretation
- ISO 9001 Structure
- Typical objective evidence for each requirement of ISO9001

## HOW TO REGISTER

**Price:** \$825  
(inc GST)

**Phone:** Toll Free (from  
within Australia)  
1800 110 034

**Fax:** 61 7 3856 0099

**? Questions**  
info@s3g.com.au

### Course Calender

www.s3g.com.au  
S3G offer public courses in  
Brisbane, Sydney, Melbourne,  
Adelaide Perth.



“ For me, it really helped simplify a daunting process. The case studies and real-life examples and the interactive discussion sessions really helped me fully understand what's required of me. ” **Melbourne, VIC**

## Day 2 – Conducting Audit Steps

- Who's in charge? How to opening Meetings
- What is in an Opening meeting
- Managing the audit with techniques of clear communication,
- How to collect and verify information
- How to evaluate results and construct conclusions and non-conformity reports
- Closing Meetings

## Post-Audit Steps

- Audit Reporting: Preparation, Authorisation / Distribution
- Audit Follow-up: Completing the Audit / Audit Follow-up

## Auditing Practices

- Modern approaches to auditing management systems
- Process auditing explained
- Human factors in the audit process

## Course Approvals



S3G is an RABQSA International approved training provider. This course provides a learning and assessment pathway to the following knowledge competency unit:

RABQSA-AU: Management systems auditing

There are however further requirements to register with RABQSA at QMS auditor/lead auditor levels.

## Our trainers are not 'career' trainers.

Instead, our trainers are experts in the industry—called upon by internationally recognised clients, often at crisis time.

This means students of our courses benefit from real-life, in-field experience and knowledge, with much of the case studies used in training coming directly from the field.

## The bottom-line advantage to clients means students acquire practical knowledge at the front of their industry trends.

**Group Discount** (all public courses, 1 booking) : 3+ people 5% off total (within the same organisation)  
5+ people 10% off total (within the same organisation)

## Enquire about our *In-house Courses*

### Business Excellence:

- Strategic Planning (OE1)
- Process Analysis and Review (OE2)
- Customer Service (OE3)
- Continual Improvement (OE4)
- Human Resources (OE5)
- Marketing (OE6)
- Communication (OE7)
- Change Management (OE8)
- Project Management (OE9)
- Productivity and Efficiency (OE10)

### Quality:

- Developing A Practical Quality Management System (MQ01)

### Environmental, Health & Safety:

- Developing A Practical Environmental Management System (ME01)
- Environmental Awareness Training (ME02)

### Health & Aged Care:

- Management System For Community Care (MA01)
- Continuous Improvement—The Next Stage (MA02)
- Understanding Continuous Improvement (MA03)
- Risk Assessment In Aged Care (MA04)
- Understanding The Accreditation Standards—Specifically For Care Staff (MA07)
- Understanding The Accreditation standards—Specifically For Support Staff (MA10)
- Survey Design (MA12)
- Australian Retirement Village Association Surveyor Training (AR04)

### OR:

We can address your **specific, key business and training requirements**. Please contact us for a **tailor-made, in-house course** proposal.

We have trained over 10,000 students and represent over 200 blue-chip clients internationally.



“ It was the round table and frank discussions regarding the outcomes that gave me the understanding of the full requirements of our audit process. ” Melbourne, VIC