



**PREMIER QUALITY SERVICES LIMITED**  
(A subsidiary of the Trinidad & Tobago Bureau of Standards)

presents

## **ISO 9000 REGISTERED INTERNAL QUALITY AUDITING**

This course introduces participants to auditing as a powerful management tool in establishing the effectiveness of an organization in controlling the quality variable. Particular emphasis is given to ISO 9001:2000 requirements. The course focuses on the development of internal auditing as a technique, not for fault finding but for identifying opportunities for improvement.

### **Program Topics**

- √ The requirements of ISO 9001:2000
- √ The role of auditing in Quality Management systems and why we should do it
- √ Undertaking an effective Quality Management System (QMS) and why we should do it
- √ Undertaking an effective QMS Audit against ISO 9001
- √ Planning the audit: resources and timing
- √ Use of Checklists
- √ Managing the audit; selection of audit teams; collecting and documenting objective evidence, including techniques for effective questioning and listening
- √ Evaluating the significance of audit findings
- √ Improving communication skills in the presentation of audit reports
- √ Implementing Quality Improvement through the progression of corrective action

### **Who Should Attend**

Recommended for managers, whose departments will be subject to these audits to help them appreciate the benefits that structured audits and the resultant corrective action can bring; individuals involved in developing, implementing, and/or maintaining an internal audit system that meets the requirements of ISO 9001; company personnel who need to demonstrate compliance with ISO 9001.

**Date: 14th—16th September, 2004**

**Venue: PQSL's Maracas Room**

**Cost: \$5,500.00 (Vat Inclusive)**

**Time: 8:00 a.m. – 4:30 p.m.**

### **Consultant**

**Don Bowes**

Senior Management Consultant

Don Bowes currently serves as a Senior Management Consultant at Global Quality Institute, an organization engaged in providing world class ISO 9001, ISO/TS 16949, ISO 14001 and OHSAS 18001 education, consulting, and software services.

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