



Advanced ISO 19011 Auditing Management Systems Training Course

Ref: #ISO7228



Course Introduction / Overview:

This course provides a comprehensive and in-depth exploration of the ISO 19011:2018 standard, offering the definitive guidelines for auditing management systems. It is meticulously designed to equip participants with the knowledge and skills required to conduct effective internal and external audits that drive organizational improvement. Moving beyond a simple clause-by-clause review, the curriculum delves into the practical application of auditing principles, including the crucial risk-based approach. We will explore how these principles, championed by quality management pioneers like W. Edwards Deming, are fundamental to verifying compliance and fostering a culture of continual improvement. The course references key concepts from authoritative texts such as "The ASQ Auditing Handbook" to provide a robust academic foundation. At BIG BEN Training Center, we ensure that participants learn not only how to plan, conduct, and report on an audit but also how to manage a complete audit program. This training empowers professionals to add tangible value to their organizations by ensuring their management systems for quality, environment, or health and safety are not just compliant, but truly effective.

Target Audience / This training course is suitable for:



- Internal Auditors.
- Lead Auditors and Audit Team Leaders.
- Quality Assurance Managers and Professionals.
- Environmental, Health, and Safety (EHS) Managers.
- Compliance and Regulatory Affairs Officers.
- Management System Consultants.
- Operations and Departmental Managers.
- Individuals responsible for managing an audit program.
- Professionals seeking to enhance their auditing skills.

Target Sectors and Industries:

- Manufacturing and Engineering.
- Healthcare and Pharmaceuticals.
- Information Technology and Telecommunications.
- Construction and Infrastructure.
- Energy, Oil, and Gas.
- Banking, Finance, and Insurance.
- Aviation and Automotive.
- Governmental Agencies and Public Sector Organizations.
- Consulting and Professional Services.

Target Organizations Departments:



- Internal Audit Department.
- Quality Assurance and Quality Control.
- Compliance and Legal Department.
- Health, Safety, and Environment (HSE) Department.
- Operations and Production.
- Risk Management.
- Supply Chain and Procurement.
- Corporate Governance.
- Human Resources and Training.

Course Offerings:

By the end of this course, the participants will have able to:

- Interpret and apply the principles and guidelines of ISO 19011:2018.
- Establish, implement, and manage a risk-based audit program.
- Plan and prepare for effective management system audits.
- Conduct all phases of an audit, from the opening meeting to the closing meeting.
- Master effective interviewing, observation, and evidence-gathering techniques.
- Analyze audit evidence and generate accurate and value-adding audit findings.
- Write clear, concise, and professional audit reports.
- Evaluate and manage the competence of audit team members.
- Understand the nuances of conducting remote and virtual audits.
- Effectively manage non-conformities and verify the implementation of corrective actions.

Course Methodology:



The training methodology at BIG BEN Training Center is designed to be highly interactive and experiential, ensuring participants gain practical skills they can apply immediately. We move beyond traditional lecture-based formats to a participant-centered approach that fosters deep learning and engagement. The course heavily utilizes real-world case studies and scenarios, allowing participants to analyze complex audit situations and develop critical thinking skills. A significant portion of the training is dedicated to group workshops and collaborative exercises where attendees will work together to develop audit plans, create checklists, and analyze findings. Role-playing sessions for conducting opening meetings, auditor interviews, and closing meetings provide a safe environment to practice and refine communication and interpersonal skills. Throughout the course, there will be continuous opportunities for discussion, Q&A sessions, and direct feedback from the instructor. This blended approach ensures a comprehensive understanding of both the theoretical framework of ISO 19011 and its practical, real-world application, empowering participants with the confidence to lead and execute successful audits.

Course Agenda (Course Units):

Unit One: Foundations of Auditing and ISO 19011:2018 Principles



- Introduction to management systems and the role of auditing.
- Detailed overview of the ISO 19011:2018 standard and its structure.
- Understanding the seven core principles of auditing.
- Defining audit objectives, scope, and criteria.
- The process approach in auditing management systems.
- Integrating the risk-based thinking approach into the audit process.
- Key terminology and definitions used in auditing.

Unit Two: Managing an Audit Programme and Initiating the Audit

- Establishing audit programme objectives and extent.
- Determining and evaluating audit programme risks and opportunities.
- Assigning roles and responsibilities for the audit programme manager.
- Developing the audit programme and resource allocation.
- Initiating the audit and making initial contact with the auditee.
- Conducting a preliminary review of relevant management system documentation.
- Preparing the comprehensive audit plan.

Unit Three: Conducting On-Site Audit Activities

- Conducting the opening meeting with the auditee.
- Effective communication techniques during the audit.
- Methods for collecting and verifying information.
- Mastering interviewing, observation, and sampling techniques.
- Generating audit findings based on objective evidence.
- Understanding and classifying non-conformities and observations.
- Preparing audit conclusions and holding audit team meetings.

Unit Four: Reporting, Concluding, and Following Up the Audit



- Preparing and structuring the formal audit report.
- Best practices for writing clear and value-added audit findings.
- Distributing the audit report to relevant stakeholders.
- Conducting the formal closing meeting.
- Defining and agreeing on corrective action plans.
- The process of audit follow-up and verification of actions.
- Completing the audit cycle and closing the audit.

Unit Five: Auditor Competence and Advanced Auditing Concepts

- Determining and evaluating auditor competence and personal attributes.
- Methods for maintaining and improving auditor competence.
- Introduction to remote auditing techniques and technologies.
- Challenges and benefits of conducting virtual audits.
- Auditing integrated management systems (IMS).
- The role of the audit process in driving continual improvement.
- Future trends and the evolution of management system auditing.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:



As artificial intelligence becomes more integrated into business processes, how might the role and required competencies of a management system auditor evolve to effectively audit AI-driven systems?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by moving beyond a purely procedural explanation of the ISO 19011 standard to cultivate the critical judgment and analytical skills essential for a high-performing auditor. While other courses may focus on the mechanics of compliance, our curriculum emphasizes a risk-based, process-oriented mindset that enables participants to identify systemic issues and opportunities for genuine business improvement. We dedicate significant time to advanced communication and interpersonal skills, recognizing that an auditor's ability to build rapport and conduct effective interviews is as crucial as their technical knowledge. The program's unique value lies in its practical application, featuring extensive use of complex, real-world case studies and role-playing scenarios that simulate the pressures and nuances of a live audit. Furthermore, the course content is forward-looking, incorporating dedicated modules on contemporary challenges such as remote auditing and the complexities of auditing integrated management systems. This ensures that graduates are not just proficient in current standards but are also prepared for the evolving landscape of the auditing profession, equipped to add strategic value to their organizations.