ISO 19011 Auditing Management Systems Guidelines Training Course

23 - 27 Nov 2026

Lisbon

4500 € (Per Person)

Ref: #ISO4238_116582

Course Introduction / Overview:

This comprehensive course provides a deep dive into the principles and practices of auditing management systems based on the ISO 19011:2018 guidelines. It is designed to equip participants with the necessary skills to plan, conduct, report, and follow up on management system audits effectively. The curriculum moves beyond theoretical knowledge, focusing on the practical application of risk-based auditing, the process approach, and evidence-based techniques. We explore the core tenets of continual improvement, a concept championed by quality management pioneers like W. Edwards Deming, whose philosophies are detailed in works such as "The Deming Management Method" by Mary Walton. This course offered by BIG BEN Training Center integrates these foundational principles with modern auditing challenges, including remote auditing and assessing the competence of audit teams. Participants will learn to manage a full audit programme, from initiation to completion, ensuring that audit findings are not only accurate but also drive meaningful organizational improvement. By mastering the guidelines of ISO 19011, attendees will be prepared to conduct internal and external audits that add tangible value, enhance compliance, and support strategic objectives across various management system standards like ISO 9001, ISO 14001, and ISO 45001.

Target Audience / This training course is suitable for:

- Quality Managers and Assurance Professionals.
- Internal and External Auditors.
- Management System Consultants.
- Compliance and Regulatory Officers.
- Department Heads and Team Leaders.
- Professionals involved in implementing or maintaining ISO standards.
- Audit Programme Managers.
- Risk Management Professionals.
- Anyone aspiring to become a management system auditor.

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.
- Governmental agencies and public sector bodies.
- Logistics and Transportation.
- Hospitality and Service Industries.

Target Organizations Departments:

- Quality Assurance and Quality Control.
- Internal Audit Department.
- Compliance and Legal.
- Health, Safety, and Environment (HSE).
- Operations and Production.
- Procurement and Supply Chain Management.
- Risk Management.
- Human Resources (for auditor competence and training).
- Information Security.

Course Offerings:

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

- Understand and interpret the principles of auditing as defined in ISO 19011.
- Develop, implement, and manage a risk-based audit programme.
- Plan and initiate a management system audit with clear objectives, scope, and criteria.
- Master the techniques for conducting effective on-site and remote audit activities.
- Gather and verify objective audit evidence through interviews, observation, and document review.
- Generate clear, concise, and value-added audit reports.
- Effectively communicate audit findings, conclusions, and non-conformities.
- Conduct opening and closing meetings with confidence and professionalism.
- Evaluate auditor competence and performance for continual improvement.
- Manage audit follow-up activities to verify the effectiveness of corrective actions.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, engaging, and practical, ensuring that participants can immediately apply the learned concepts in their professional roles. This course moves beyond traditional lectures by incorporating a blended learning approach that includes detailed presentations, real-world case studies, and collaborative group exercises. Participants will engage in simulated audit scenarios, from planning and conducting interviews to reporting non-conformities, allowing them to practice skills in a controlled, supportive environment. Interactive workshops will focus on developing critical thinking for risk-based auditing and problem-solving for complex audit situations. Team-based activities are central to our approach, encouraging peer-to-peer learning and the exchange of diverse industry experiences. Our expert instructors facilitate dynamic discussions, provide personalized feedback, and guide participants through the nuances of audit communication and stakeholder management. The methodology emphasizes learning by doing, ensuring a deep and lasting understanding of the ISO 19011 guidelines and their practical application in any organizational context.

Course Agenda (Course Units):

Unit One: Fundamentals of Management System Auditing and ISO 19011

- Introduction to management systems and the role of auditing.
- Overview of the ISO 19011:2018 standard and its structure.
- The seven core principles of auditing: integrity, fair presentation, and more.
- Understanding the process approach in the context of auditing.
- Defining key terminology: audit criteria, scope, evidence, and findings.
- The relationship between ISO 19011 and other management system standards.
- The role and responsibilities of the auditor, audit team leader, and auditee.

Unit Two: Managing an Audit Programme

- Establishing audit programme objectives and extent.
- Determining and evaluating audit programme risks and opportunities.
- Establishing the audit programme procedures and resources.
- Implementing the audit programme: scheduling and coordination.
- Monitoring, reviewing, and improving the audit programme.
- Competence requirements for individuals managing an audit programme.
- Case study: Developing a comprehensive internal audit programme.

Unit Three: Planning and Initiating the Audit

- Initiating the audit and making initial contact with the auditee.
- Determining the feasibility of the audit.
- Conducting a review of relevant documented information.
- Preparing the audit plan based on risk-based thinking.
- Assigning work to the audit team and preparing work documents.
- Developing effective audit checklists and sampling plans.
- The importance of the opening meeting and setting the tone for the audit.

Unit Four: Conducting Audit Activities and Reporting

- The process of collecting and verifying information.
- Techniques for gathering audit evidence: interviews, observation, and document review.
- Evaluating audit evidence against audit criteria.
- Generating and classifying audit findings, including conformities and non-conformities.
- Preparing for and conducting the closing meeting.
- Writing a clear, accurate, and value-added audit report.
- Best practices for distributing the audit report and ensuring confidentiality.

Unit Five: Audit Completion, Follow-up, and Auditor Competence

- Completing the audit and formalizing the process.
- Conducting audit follow-up activities to verify corrective actions.
- The link between audit findings and continual improvement.
- Determining auditor competence: personal behavior, knowledge, and skills.
- Methods for evaluating auditor performance.
- Maintaining and improving auditor competence through professional development.
- Exploring emerging trends, including remote auditing techniques and technology.

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:

How can the principles of risk-based auditing be adapted to effectively assess the resilience of management systems against unforeseen global disruptions?

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

This course distinguishes itself by moving beyond a simple review of the ISO 19011 standard to a deep, practical immersion into the mindset of a world-class auditor. While other programs may focus on rote memorization of clauses, our curriculum emphasizes the development of critical thinking and analytical skills essential for modern auditing. We focus on the "why" behind the "what," exploring how a well-executed audit can serve as a powerful catalyst for organizational improvement rather than just a compliance check. The course content is enriched with insights on navigating complex interpersonal dynamics during an audit, managing difficult interviews, and delivering findings in a constructive manner that fosters collaboration. We integrate advanced concepts such as the psychology of auditing, risk-based thinking in dynamic environments, and the effective use of remote auditing technologies. Instead of just providing tools, we equip participants with the judgment to know which technique to apply in a given situation. Our focus is on cultivating competent, confident auditors who can add strategic value by identifying systemic risks and opportunities for genuine, sustainable improvement.