

# QM 048 - ISO 10001

## Internal Auditor Training

TÜV MIDDLE EAST  
MEMBER OF TÜV NORD GROUP  
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### Objective:

This course is aimed at facilitating Organisations & its employees to maintain a high level of customer satisfaction in the current context of emerging business trends. Organisations should realize that sustainability in business is achievable through effective and successful relationships with customers. This course will facilitate the responsible members of an Organisation to develop and implement a suitable code of conduct; maintain and improve it in the context of their business. Delegates will be able to understand the requirements of ISO 10001, implement the same and audit the performance so as to contribute to continual improvement of their Organisation.

### Content:

#### Awareness: Day 1

- A) Understanding the importance of customer satisfaction in the context of an Organisation – prevention; handling of complaints & resolution of disputes.
- B) Enhance fair trade and strengthen customer confidence.
- C) Relationship with ISO 9001, ISO 9004, ISO10002 & ISO 10003
- D) Understanding basic terms & definitions and the Guiding Principles.
- E) Establishing a code frame work
- F) Plan, Design & Develop a Code – code objectives gathering information; deciding performance indicators; code procedures & communication plan.
- G) Implementation, maintenance and review of the code framework for continual improvement.

#### Internal Auditor: Day 2

- A) Understanding ISO 19011 & the P-D-C-A structure of audits.
- B) Planning for an audit – annual program; individual plan; resources – selection of auditors; training; roles & responsibilities.
- C) Conducting an audit – Execution of the audit plan: interview; gathering evidence; assessing and categorizing audit findings; writing reports.
- D) Follow- up: assessing corrective actions
- E) Review and update of the audit programme.

#### Who Should Attend:

- Representatives of Senior Management
- Personnel with Managerial Responsibility
- Management Representatives
- Personnel involved in customer support process
- Individuals & consultants with a flair to exceed the customer expectations in their respective business

#### Structure:

- Tutorials
- Discussions
- Workshops
- Quiz
- Examination

#### Venue:

TÜV Middle East courses are held at hotels and various training centers. However, they can be held at customers' premises, if required.

#### Certificate:

TÜV Middle East certificate will be issued to all attendees.

#### Duration:

2 day

#### Contacts:

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