

# QM 049 - ISO/IEC 17020 Internal Auditor Training

TÜV MIDDLE EAST  
MEMBER OF TÜV NORD GROUP  
P O Box 46030, Abu Dhabi  
United Arab Emirates  
Tel : +971 2 4411148  
Fax : +971 2 4411149  
www.tuvme.com / www.tuvakademie.net



## Objective:

This course is aimed at facilitating Inspection Bodies of categories A, B & C, perform with confidence in carrying out assessments on behalf of private clients, their parent organizations, or authorities, with the objective of providing information about the conformity of inspected items with regulations, standards, specifications, inspection schemes or contracts. This course facilitates individuals & Organisations in understanding the importance of assessing and reporting the level of conformance, thereby helping them conform to requirements of ENAS, DAC or other International requirements like A2LA. Organisations shall be able to establish, implement and maintain their Management System in line with ISO /IEC 17020 by performing audits and thereby facilitate continual improvement.

## Content:

Awareness: Day 1

- A) Introduction to ISO /IEC 17020 and Plan- Do – Check – Act methodology.
- B) Importance of Impartiality, Independence & Confidentiality in the context of an Organisation performing inspection.
- C) Types of Inspections; Difference between Inspection, Testing & Product Certification.
- D) Planning :Administrative requirements; Resource requirements: Requirements for personnel; facilities & equipment: Requirements for subcontracting
- E) Implementation : Inspection methods & procedures; Handling of customer property/ samples; Issue & maintenance of records, reports & certificates.
- F) Checking : Performance of the system viz: Internal audits; Customer complaints: Objectives & targets; Management Reviews.
- G) Acting: Decisions / actions for improvement.
- H) Overview of good practices & assurance

Internal Auditor: Day 2

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

## Who Should Attend:

- Senior Management of Inspection Bodies - Type A, B or C
- Members of Organisation gearing up for ENAS / DAC accreditation.
- Members of Organisations looking for International Accreditations.
- Management Representatives
- Personnel involved in customer support & on-site inspections.

## 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 days

## Contacts:

Abu Dhabi / Al Ain: [abudhabi@tuv-nord.com](mailto:abudhabi@tuv-nord.com)  
Dubai / Northern Emirates: [dubai@tuv-nord.com](mailto:dubai@tuv-nord.com)  
Kuwait: [kuwait@tuv-nord.com](mailto:kuwait@tuv-nord.com)  
Qatar: [qatar@tuv-nord.com](mailto:qatar@tuv-nord.com)  
Bahrain: [bahrain@tuv-nord.com](mailto:bahrain@tuv-nord.com)  
Oman: [oman@tuv-nord.com](mailto:oman@tuv-nord.com)  
Yemen: [yemen@tuv-nord.com](mailto:yemen@tuv-nord.com)

Website: [www.tuvme.com](http://www.tuvme.com)