

ISO 9001–INTERNAL AUDITOR (CM-I901C)

Syllabus

Our goal at CertMind is to certify the skills of professionals who perform in the context of Technology. To achieve this, we seek to ensure that professionals demonstrate their skills and knowledge by applying an International Certification Exam.

The purpose of the ISO 9001 Certification – Internal Auditor is to demonstrate that the professional has a practical understanding of the terminology, structure, and considerations for the definition, implementation, monitoring, auditing and improvement of a Quality Management System (GSC) and quality policy; following the guidelines of ISO 9001 (quality) and ISO 19011 (audit).

Who should take this test?

This exam is ideal for people or teams responsible for ensuring the quality of products and services in the organization.

Roles such as: Process leaders, quality coordinators, people responsible for the implementation and maintenance of a GSC (Quality Management System), managers or managers responsible for quality, auditors or groups of process auditors.

Recommended training time

20 hours, segmented into 5 sessions of about 4 hours.

Certification Exam Format

- **Type:** Exam of 40 questions, multiple choice and single answer.
- **Running time:** 60 minutes.
- **Minimum note to approve:** 28/40 or 70%.
- **Additional time:** If the professional does not take the exam in their native language, they will have an additional 15 minutes and is also allowed to use a dictionary.
- **Pre-requirements:** It is highly recommended that the professional attend a formal training of ISO 9001 Internal Auditor and preferably have knowledge in quality.
- **Supervision:** Yes.
- **Open book:** No.
- **Mode:** Dis available online only.
- **Renewal of certification:** No.



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In order to ensure that the professional has the minimum skills and knowledge that can be applied in a real environment, the review addresses the following topics:

Module 1: Introduction

In this module, the professional must demonstrate his knowledge in the basic concepts and context of ISO standards; and understand the approach of ISO 9001.

- 1.1. History, contextualization and structure of ISO standards
- 1.2. Scheme and certification process
- 1.3. Introduction, object and field of application of ISO 9001
- 1.4. General and PHVA continuous improvement model
- 1.5. Basics

Module 2: Context of the organization

In this module, the professional must understand the importance of clearly understanding the context of the organization taking into account the strategic objectives, key products and services, risk tolerance, including any restrictions and organizational regulation.

- 2.1 Understanding the organization and its context
- 2.2 Understanding the needs and expectations of stakeholders
- 2.3 Determine the Accance of the GSC
- 2.4 Quality Management System Structure and Processes

Module 3: Leadership

In this module, the professional must clearly understand the importance of leadership and the involvement of the high management of the organization, to create an environment of commitment to the definition of the Quality Management System (GSP) and quality policy.

- 3.1 Leadership and commitment to the definition of the GSC
- 3.2 Commitment management
- 3.3 Quality policy
- 3.4 Roles, responsibilities and authorities



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Module 4: Planning

In this module, the professional should understand the considerations for defining the objectives and principles for guiding the Quality Management System (GSM).

- 4.1 Risk considerations
- 4.2 Actions to curb risks and opportunities
- 4.3 Quality goals and plans to achieve them
- 4.4 Planning changes

Module 5: Support

In this module, the professional must understand the considerations and aspects that are necessary for the definition and implementation of the Quality Management System (GSM), supported in the required documentation.

- 5.1 Resources needed
- 5.2 Competition
- 5.3 Awareness-raising
- 5.4 Communication
- 5.5 Documentation of information
- 5.6 Recommendations for information control

Module 6: Operation

In this module, the professional must understand how to implement and control the plans to achieve the quality objectives defined in the Quality Management System (GSP) and the quality policy defined by the organization.

- 6.1 Operational planning and control
- 6.2 Requirements for products and services
- 6.3 Design and development of products and services
- 6.4 Control of processes, products and services from third-party suppliers
- 6.5 Production and provision of the service
- 6.6 Release of products and services
- 6.7 Control of non-compliant outputs



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Module 7: Performance Assessment

In this module, the professional must understand the importance of constantly monitoring the Quality Management System (GSP) and quality policy, including periodic reviews to improve its operation.

- 7.1 GSC monitoring, measurement, analysis and evaluation
- 7.2 Internal audit
- 7.3 Review by senior management

Module 8:

In this module, the professional must understand the responsibility of the organization in the face of the continuous improvement of the effectiveness of the Quality Management System (GSP) by monitoring quality policy, audit findings, corrective actions, preventive actions, and review by senior management.

- 8.1 Nonconformities and corrective actions
- 8.2 Continuous improvement of the GSC

Module 9: Managing an audit program

In this module, the professional must clearly understand the considerations for managing an audit program in the organization, following the guidelines of ISO 19011 for auditing a management system.

- 9.1 Definition of the predesign rams of the year
- 9.2 Definition of the program ofa erria
- 9.3 Implementation ofthea3th program
- 9.4 Tracking thechart of athe year
- 9.5 Review and auditoría maejora of the pspelling



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Module 10: Conducting an audit

In this module, the professional must clearly understand the phases for carrying out an internal audit, following the guidelines of ISO 19011.

- 10.1 General and start of the audit
- 10.2 Preparation of audit activities
- 10.3 Conducting audit activities
- 10.4 Preparation and distribution of the audit report
- 10.5 Completion of the audit
- 10.6 Conducting audit monitoring activities

Module 11: Competence and evaluation of an auditor

In this module, the professional must understand the importance of evaluating and maintaining the competence of an auditor, following the guidelines of ISO 19011.

- 11.1 Auditor's to comply with the audit program
- 11.2 Auditor evaluation criteria
- 11.3 Auditor's assessment method
- 11.4 Conducting the auditor's assessment
- 11.5 Maintaining and improving auditor competence

