

Course code: S1019

# ISO 19011

## Guidelines for auditing management systems

ISO 19011 is a standard that sets forth guidelines for auditing management systems. The standard contains guidance on managing an audit program, the principles of auditing, and the evaluation of individuals responsible for managing the audit programs. This course helps aspiring participants to understand how ISO 19011 helps to continually improve organisational management system using its best practice. Participants learn the details of each clause of the standard requirement to be able to apply within their organization.

### OBJECTIVE

- To describe the concept overview of the ISO 19011 requirement.
- To provide knowledge on management system and describe how Risk-Based Thinking is applied in ISO 19011.
- To explain the importance of customer-specific requirements in the management system.
- To build awareness and encourage continual improvement within organization.

### CONTENT

#### • **Session 1: Introduction**

Describe auditing management approach and how to use process mapping to understand a process. Identify which elements impact process performance and determine measures that can be used to monitor and improve the performance of the process.

#### • **Session 2: Terms and Definitions**

Describe relevant terms and definitions that normally use in the quality system.

#### • **Session 3: Risk-based thinking and tools of Related Standards**

Describe ISO 19011 concept is implemented in conjunction with management system. Explain quality concept of prevention and improvement

#### • **Session 4: Interpretation of standard requirement**

Describe the ISO 19011 requirement clause by clause that implemented in conjunction with management system. Explain concept and awareness to improve effectiveness of the system.

#### • **Session 5: Conclusion**

Conclude requirement and explain step to implement the system.

\*Exercise workshop will also be delivered in each key sessions\*

### PREREQUISITES

Basic knowledge in management system is optional. Experience in any industry will be more benefit.

