

## Quality Assurance Auditing & Risk Management

### Course Description:

This course introduces the principles and practices of effective internal audits, using ISO 19011:2011 "Guidelines for Auditing Management Systems" as a guide to best practices. Students will be introduced to basic auditing skills, and learn auditor roles and responsibilities, methods for collecting audit evidence, and how to properly record nonconformances.

This course also covers the topic of Risk Management and provides instruction in some of the tools and techniques used to identify, rank and manage risk. Attendees will also receive introductory instruction in Root Cause Analysis techniques that can be used to identify the ultimate source of, and solution to, a problem.

### Learning Objectives:

Through a combination of presentations, group exercises and workshops, participants will:

- Understand the roles and responsibilities of the Auditor.
- Apply the concepts and guidelines detailed in ISO 19011:2011 when performing an audit.
- Practice all phases of an internal audit including using checklists, collecting evidence and writing nonconformance reports.
- Develop the necessary communication skills, leadership skills and attitudes to perform an internal audit.
- Gain an understanding of the concept of Risk Management (uses, approaches, etc.).
- Evaluate tools and processes for identifying, ranking and managing risks (could be applied to operations, quality, health & safety, environmental, etc.).
- Understand the Root Cause Analysis process, including its purpose and use within quality systems to find solutions once problems are identified during audits.
- Receive an overview of some of the tools and techniques used in the Root Cause Analysis process.

### Who Should Attend:

- Staff responsible for performing conformance or operational audits.
- Staff responsible for identifying existing or potential risks in any of a number of environments (operations, quality, health & safety, environment, etc.).
- Any individual interested in better understanding the concepts involved in performing audits, identifying risks and taking action to mitigate those risks.

### Prerequisites:

Some experience in performing quality audits is preferred, but not mandatory.

### Location:

On-Site

### Duration:

Two (2) Days

#### Cancellation Policy

An administration fee will be charged for cancellations less than 14 days prior to the course date. Substitutions will be permitted at any time. Course transfers may be made without penalty. The BRC reserves the right to cancel any seminar and will, in such event, fully refund all registration fees. No liability is assumed by the organizers for changes in seminar dates, content, speakers or venue.