

Internal TickIT Auditor Course

Provides the knowledge and skills to plan and undertake internal audits within organisations which have an IT and/or software development component. (IRCA Cert.No 2014)

Course Objectives

This course is designed to provide a complete training programme for internal quality management systems (QMS) auditors who operate in a full or partial IT environment. The generic internal auditing skills are taught in an information technology context and the course includes the foundation skills needed to conduct internal quality audits to the ISO 9001:2000 requirements. It has been designed to meet the International Register of Certificated Auditors (IRCA) requirements for Internal QMS Auditors and ISO 9000:2000 foundation training.

Course Content

Through interactive presentations, discussions and exercises the course covers the ISO 9000:2000 requirements as interpreted in an IT and software context. It covers the complete internal audit lifecycle and demonstrates the latest audit techniques applicable to the ISO 9000:2000 process approach.

- How to run an internal audit programme
- ISO9000:2000 and the new approach
- Processes and process mapping
- Auditing software lifecycle processes
- The lifecycle of an internal quality audit
- Preparing for the audit
- Audit skills and techniques
- Value-added auditing
- Writing a report on the findings – and follow up
- Getting management buy-in
- Process measurement and improvement