

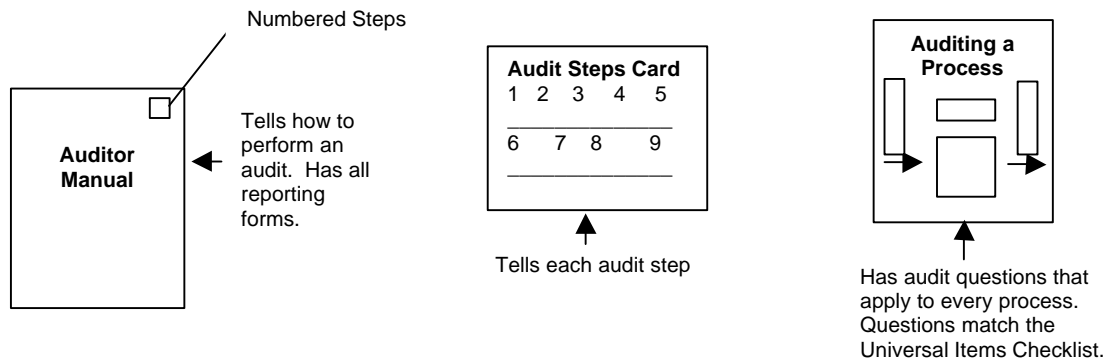
ISO 9001:2000 Internal Auditor Training Course

The Auditor Manual

Information about how to conduct audits is found in the Auditor Manual.

The Auditor Manual contains:

1. a description of how to conduct an audit
2. the Audit Steps Card
3. the Auditing a Process Card
4. ISO 9001:2000 Checklist
5. Audit Forms and instructions for completing forms



How to perform an audit

The Auditor Manual describes the 9 Steps that you take to conduct an audit. The page numbers on the Audit Steps Card tell where the description for each step begins in the Auditor Manual.

The Auditor Manual provides answers for these questions:

1. What do I do?
2. What should I say?
3. What should I look for?
4. Where do I write it down?

Audit Steps Card

The **Audit Steps Card** lists the 9 Steps to take to conduct an audit. You review this card before you do an audit. If you don't remember some of the details about an audit step, you can go back to the numbered step in the Auditor Manual that explains what you should do. This card is used as a guide for the first several audits. After two or three audits you will remember all the details and you won't need the Audit Steps Card.

Auditing a Process Card

The Auditing a Process Card is on the backside of the Audit Steps Card. This single page has a picture of a process (a work activity that someone does). This page also has a list of questions that auditors ask whenever they interview someone. This training course calls the questions on this page "universal items" because the questions relate to ISO requirements that apply to every activity in the company. The same questions that are on this page are on a form that you will use when you interview people. The form is called the Universal Items Checklist.

The Checklist

Tab 5 in the Auditor Manual has a separate Checklist of questions for each topic that is in the ISO 9001 standard. You will use the Checklist for a topic when you are assigned to audit a specific topic in the standard.

Audit Forms and Instructions for Completing Forms

Tab 4 in the Auditor Manual has the forms that you use when you conduct an audit. Each form has instructions for what information goes in each space on the form.

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