

# advanced quality auditing

*beyond the basic requirements of ISO 9000*

addressing the needs of the improving business

description	Any company registered – or seeking registration – to ISO 9000 must have trained internal quality auditors. This one day programme gives trained auditors additional skills and knowledge to take them to a new level of effectiveness.
who should attend	Experienced internal quality auditors who are required to now how to help maximise benefits to the business by getting more useful management information from an ISO 9000 quality system.
Features	<ul style="list-style-type: none"><li>- refresher test on the basics of auditing</li><li>- what does auditing actually mean?</li><li>- the relation between auditing and improvement</li><li>- definition of quality</li><li>- definition of a quality system</li><li>- quality principles underlying ISO 9000</li><li>- the requirements of ISO 9000 – in plain English</li><li>- business benefits of an ISO 9000 quality system</li><li>- the powerful improvement cycle hidden in ISO 9000</li><li>- turning quality record data into management information</li><li>- how to spot improvement opportunities</li><li>- auditing management</li><li>- getting the auditee to contribute ideas</li><li>- watching for body language</li><li>- why auditors must listen.</li></ul>
format	<ul style="list-style-type: none"><li>• one day programme</li><li>• interactive</li><li>• includes live cases from delegates' businesses.</li></ul>
benefits	<ul style="list-style-type: none"><li>• significant additional skills and knowledge to enable auditors to drive business improvements</li><li>• auditors seek improvements continually</li><li>• improvement-orientated, motivated auditors.</li></ul>

advanced quality auditing

**For more details of our consultancy and training support**

call us direct on 01235 770791

or fax us on 01235 766701

visit our web site at [www.a-t.co.uk](http://www.a-t.co.uk)

Email us at [training@a-t.co.uk](mailto:training@a-t.co.uk)