



Sample Audit Program for ISO 9001 Internal Audit

1. Objective

To ensure compliance with ISO 9001:2015 standards, identify areas for improvement, and verify the effectiveness of the Quality Management System (QMS).

2. Scope

The internal audit program will cover all processes and departments within the organization that are part of the QMS, including:

- Management Processes
- Core Production/Service Processes
- Support Processes (e.g., HR, IT, Purchasing)

3. Audit Schedule

Department/Process	Audit Frequency	Scheduled Audit Date	Auditor
Management Review	Semi-Annual	Jan 15, Jul 15	Auditor A
Customer Service	Quarterly	Jan 20, Apr 20, Jul 20, Oct 20	Auditor B
Production/Service Delivery	Monthly	Last Friday of each month	Auditor C
Purchasing	Quarterly	Feb 10, May 10, Aug 10, Nov 10	Auditor D
Human Resources	Semi-Annual	Mar 15, Sep 15	Auditor E
IT	Annual	Jun 30	Auditor F
Document Control	Quarterly	Jan 25, Apr 25, Jul 25, Oct 25	Auditor G
Corrective Actions	Quarterly	Feb 5, May 5, Aug 5, Nov 5	Auditor H

4. Selection and Training of Auditors

- **Selection:** Auditors are selected based on their knowledge of the ISO 9001:2015 standard, experience with the QMS, and impartiality.
- **Training:** Auditors receive training on ISO 9001:2015 requirements, audit techniques, and the use of audit tools.

5. Audit Checklists



Develop specific checklists for each process/department being audited, based on ISO 9001:2015 requirements. Each checklist should include:

- Context of the organization (Clause 4)
- Leadership (Clause 5)
- Planning (Clause 6)
- Support (Clause 7)
- Operation (Clause 8)
- Performance Evaluation (Clause 9)
- Improvement (Clause 10)

6. Conducting the Audit

Preparation

- Review relevant documents (e.g., quality policy, objectives, previous audit reports).
- Prepare the audit plan and checklist.

Execution

- Conduct opening meeting with auditee.
- Perform the audit by following the checklist, collecting evidence through interviews, observations, and document reviews.
- Record findings and evidence.

Evidence Collection

- Gather objective evidence to support audit findings, such as:
 - Records of training and competence
 - Production/service delivery records
 - Customer feedback and complaints
 - Nonconformity and corrective action records

7. Audit Reporting



- **Report Preparation:** Compile an audit report summarizing findings, including both conformities and nonconformities.
- **Communication:** Conduct a closing meeting to discuss findings with the auditee and provide a copy of the audit report.

8. Follow-Up Actions

- **Corrective Actions:** For any nonconformities found, develop a corrective action plan, specifying responsibilities and deadlines.
- **Verification:** Conduct follow-up audits to verify that corrective actions have been implemented and are effective.

9. Review and Improve the Program

- Regularly review the audit program to ensure its effectiveness and alignment with organizational goals.
- Use feedback from auditors and auditees to make continuous improvements.