[Organization logo]

[Organization name]

PROCEDURE FOR INTERNAL AUDIT

Code:	
Version:	0.1
Created by:	
Approved by:	
Date of version:	
Signature:	

Distribution list

Copy No.	Distributed to	Date	Signature	Returned	
				Date	Signature

Change history

Date	Version	Created by	Description of change
	0.1	9001Academy	Basic document outline

Table of contents

1. Purpose, scope and users

The purpose of this procedure is to describe all audit-related activities: writing the audit program, selecting an auditor, conducting individual audits and reporting.

The Internal Audit determines if the QMS is effectively implemented and maintained.

This procedure is applied to all processes and/or areas (parts of the organization) within the QMS.

Users of this document are [members of top management] of [organization name], as well as internal auditors.

2. Reference documents

- ISO 9001:2015 standard, clause 9.2
- Quality Manual
- Procedure for Nonconformities and Corrective Action

3. Conducting of internal audit

3.1. Internal audit planning

[Job title] approves an Annual program for internal audits, considering the status and importance of the process and/or area (part of the organization) that is audited, as well as results of previous audits. One or more internal audits should be conducted in the course of one year, ensuring cumulative coverage of the entire QMS scope. Internal audits are usually conducted before management review.

The purpose of the internal audit is to determine:

- Whether the organization is conformant with ISO 9001:2015 and its own requirements related to the QMS
- Whether the QMS is effectively implemented and maintained

Additional internal audits may be conducted in the case of:

- significant reclamation from client (decision about whether the reclamation is significant and requires additional audit is made by [job title])
- significant non-conformity in process or repetition of the same non-conformity (decision about whether the conformity is significant and requires additional audit is made by [job title])
- significant change in system (decision about whether the change in system is significant and demands additional audit is made by [job title])

[Job title] is responsible for planning the internal audit, reporting about results of internal audits and maintaining records. When planning the internal audit, [job title] must consider results from previous audits, importance of the processes, and changes affecting the organization.

3.2. Appointing internal auditors

[Job title] appoints internal auditors and a leader of the auditor team (if there are more internal auditors).

An internal auditor may be someone from the organization or a person outside the organization. Criteria for appointing internal auditors are:

- ~~Knowledge of principles of auditing~~
- ~~possession of general knowledge for specific areas of audit~~
- ~~Knowledge of standards, ISO 19011 and ISO 9001~~
- ~~necessary competence – achieved through education and/or experience~~

Internal auditors must be selected in such a way as to ensure objectivity and impartiality, i.e. to avoid conflict of interest, because auditors are not allowed to audit their own work.

3.3. Conducting individual internal audits

The team leader and/or members of the auditor team define criteria, audit scope and methods of audit.

The internal audit is conducted in two phases:

- ~~Document audit~~
- ~~Audit of compliance with documentation~~

~~Criteria of the audit can be compliance with ISO 9001:2015 and/or alignment with legal requirements and requirements of external parties that the organization agreed to.~~

~~Methods of internal audit that will be applied during the internal audit are [write in the methods]. Gathering of data is performed through reviewing existing documentation, personal observation and interviews.~~

A checklist for internal audit can be used for conducting the internal audit.

3.4. Internal audit reporting

On the basis of the audit findings, the internal auditor (or internal audit team leader if there are more internal auditors) makes an internal audit report that is delivered to [job title].

~~The internal audit report must contain identified non-conformities (major and/or minor) that require corrective actions, identified potential non-conformities that require preventive action, good practice identified, any areas within the audit scope not covered and recommendations for improvement of the QMS. The internal audit report is delivered to [top management] within the deadline defined by [job title].~~

> **Commented [9A5]:** Audit of all documents related to standard ISO 9001 and identified processes in organization.

> **Commented [9A6]:** Audit that shows whether the processes are executed in accordance with corresponding procedure.

> **Commented [9A7]:** E.g. vertical check (by hierarchical levels of ~~staff involved in a process that documents relate to; horizontal check (by activities of a certain process, several techniques i.e. data method that organization establish)~~

3.5. Follow-up activities

The owner of the process in which the non-conformities are identified must ensure that all necessary corrections and corrective actions for removing non-conformities and their cause are undertaken without unnecessary delays.

Corrective actions are undertaken without undue delay, according to the Procedure for Nonconformities and Corrective Actions.

After performing corrective actions, if necessary, audit follow-up can be conducted according to the Procedure for Nonconformities and Corrective Actions in order to assess the effectiveness or verification of corrective actions.

4. Managing records kept on the basis of this document

Record name	Code	Storage		Responsibility
		Retention time	Location	
Internal Audit Checklist	PR.15.1	2 years	[office of [job title]]	[job title]
Internal Audit Program	PR.15.2	2 years	[office of [job title]]	[job title]
Internal Audit Report	PR.15.3	2 years	[office of [job title]]	[job title]

> **Commented [9A8]:** If the record is in electronic form, write the name of the folder on [job title]'s computer.

Only [job title] can grant other employees the right to access the Annual Internal Audit Program, the Internal Audit Report and the Internal Audit Checklist.

5. Appendices

- Appendix 1 – Internal Audit Checklist
- Appendix 2 – Internal Audit Program
- Appendix 3 – Internal Audit Report