

QUALITY & OPERATIONAL EXCELLENCE | COURSE BROCHURE

Quality Auditing: Planning, Evidence and Reporting

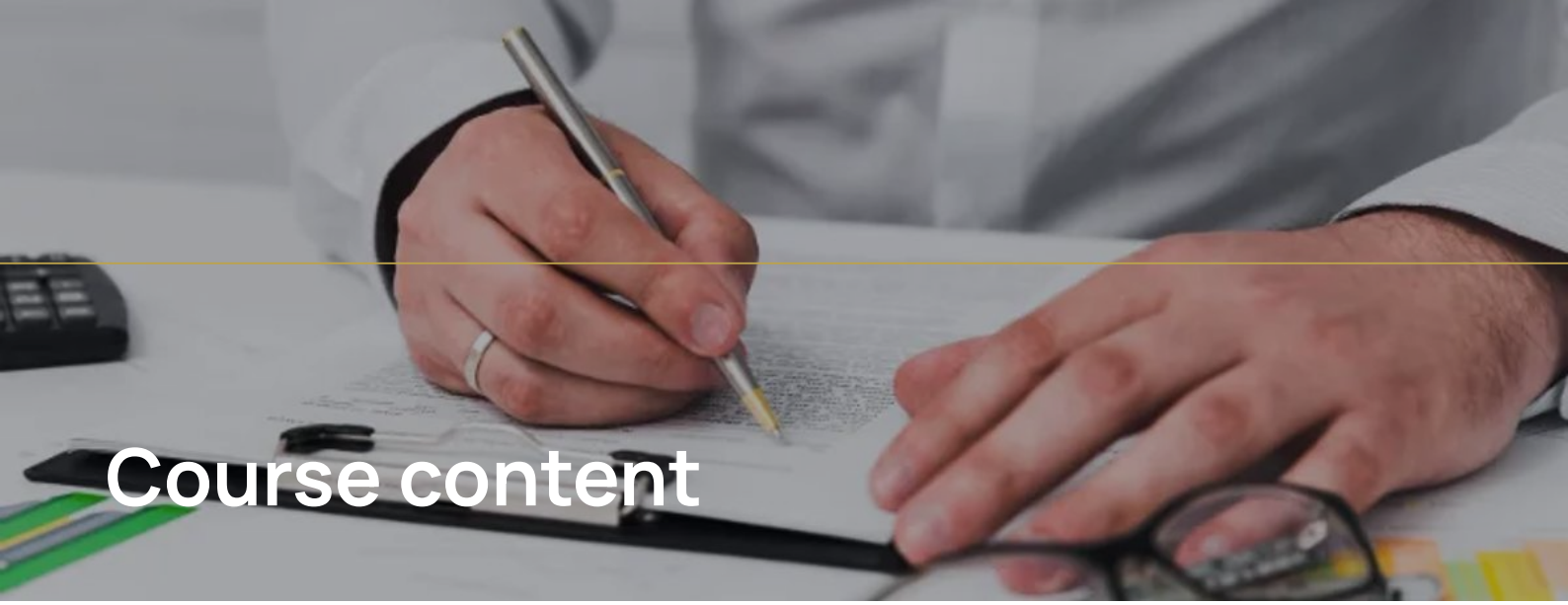
5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

This course provides professionals with essential skills in quality auditing, focusing on planning audits, gathering evidence, and reporting findings. Participants will learn to conduct effective audits, ensuring compliance and continuous improvement within their organisations, while enhancing their ability to identify and address quality issues.

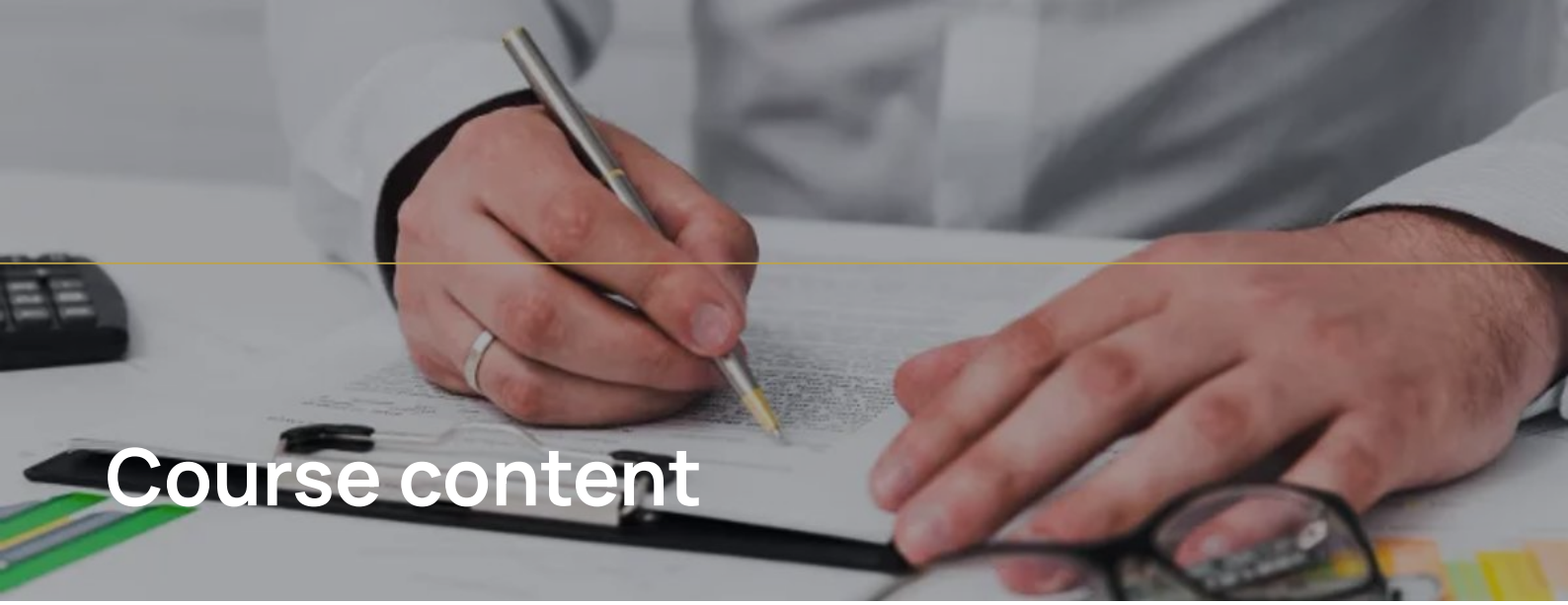
Quality auditing is critical for organisations aiming to maintain high standards and compliance with regulations. Professionals often face challenges in planning audits effectively, collecting relevant evidence, and reporting findings in a way that drives improvement.
This course addresses these challenges, equipping participants with practical skills to enhance their auditing processes. Participants will learn to develop audit plans that align with organisational goals, gather and analyse evidence systematically, and communicate findings clearly to stakeholders.
By mastering these skills, they will be better positioned to identify non-conformities and recommend actionable improvements that strengthen their organisation's quality management systems.
Hands-on exercises allow participants to simulate real-world auditing scenarios, practising essential tasks of planning, evidence collection, and reporting.
They will explore various evidence-gathering techniques, evaluate compliance with industry standards, and learn to document findings effectively.
This practical approach ensures that attendees can apply their learning directly to their roles, enhancing their capabilities in quality assurance and compliance. By the end of the course, participants will be equipped to conduct comprehensive audits, ensuring that their organisations not only meet regulatory requirements but also foster a culture of continuous improvement.

Professional Problems This Course Is Designed to Solve

- Audits without a clear scope or risk-based plan.
- Insufficient evidence to support reliable audit findings.
- Reports that do not help process owners take corrective action.

Course methodology

The course employs a blend of interactive workshops, case studies, and practical exercises to build participants' auditing capabilities. Each day includes scenario-based activities where participants will apply learned concepts to real-world situations, such as planning an audit or analysing evidence.
Outputs will include audit plans, evidence matrices, and comprehensive audit reports, demonstrating participants' understanding and application of quality auditing principles. Participants will also engage in peer reviews and group discussions to enhance their learning experience, ensuring they can critically evaluate their work and that of others, fostering a collaborative learning environment. This approach reinforces theoretical knowledge while building practical skills



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essential for effective auditing.

Course objectives

By the end of this course, participants will be able to:
• Plan an effective quality audit, detailing scope, objectives, and resources required.
• Collect and analyse evidence using appropriate techniques to support audit findings.
• Evaluate compliance with relevant standards and regulations during the audit process.
• Develop clear and concise audit reports that communicate findings and recommendations.
• Identify areas for improvement based on audit results and propose actionable solutions.
• Conduct follow-up activities to ensure corrective actions are implemented and effective.

Target audience

This course is suitable for:
• Quality Managers responsible for overseeing audit processes and compliance.
• Internal Auditors tasked with evaluating organisational processes and controls.
• Compliance Officers ensuring adherence to regulatory standards and guidelines.
• Quality Assurance Professionals focused on continuous improvement initiatives.

Target competencies

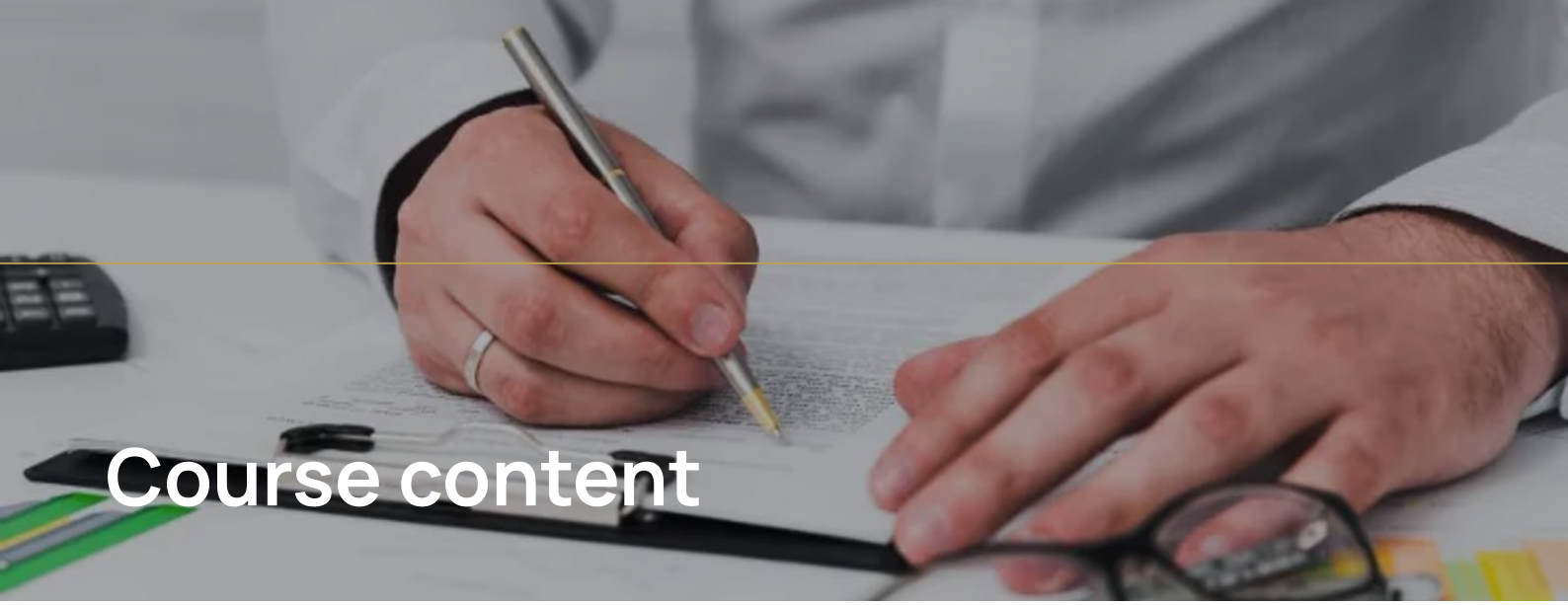
Participants will develop competencies in:
• Developing comprehensive audit plans tailored to specific objectives.
• Utilising evidence collection techniques to support audit conclusions.
• Analysing compliance with industry standards and regulations.
• Communicating audit findings effectively through structured reporting.
• Identifying non-conformities and recommending corrective actions.
• Facilitating follow-up audits to verify implementation of improvements.

Course outline

Day 1: Fundamentals of Quality Auditing

Applied activity: Participants will work in groups to develop a comprehensive audit plan for a fictional organisation, identifying objectives, scope, resources needed, potential risks, and timelines for completion. Each group will present their plan, receiving feedback from peers and instructors to refine their approach.
Output: A detailed audit plan outlining objectives, scope, resource allocation, and risk assessment.

09:00–09:54	Introduction to quality auditing principles and standards, including ISO 9001.



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09:54–10:48	Understanding the audit process: phases, methodologies, and objectives.
10:48–11:00	Roles and responsibilities of auditors and auditees in the audit process.
11:00–11:30	Coffee break
11:30–12:12	Roles and responsibilities of auditors and auditees in the audit process. (continued)
12:12–13:06	Key concepts in quality management systems (QMS) and their relevance.
13:06–14:00	Importance of audit planning and preparation for effective outcomes.

Day 2: Evidence Collection Techniques

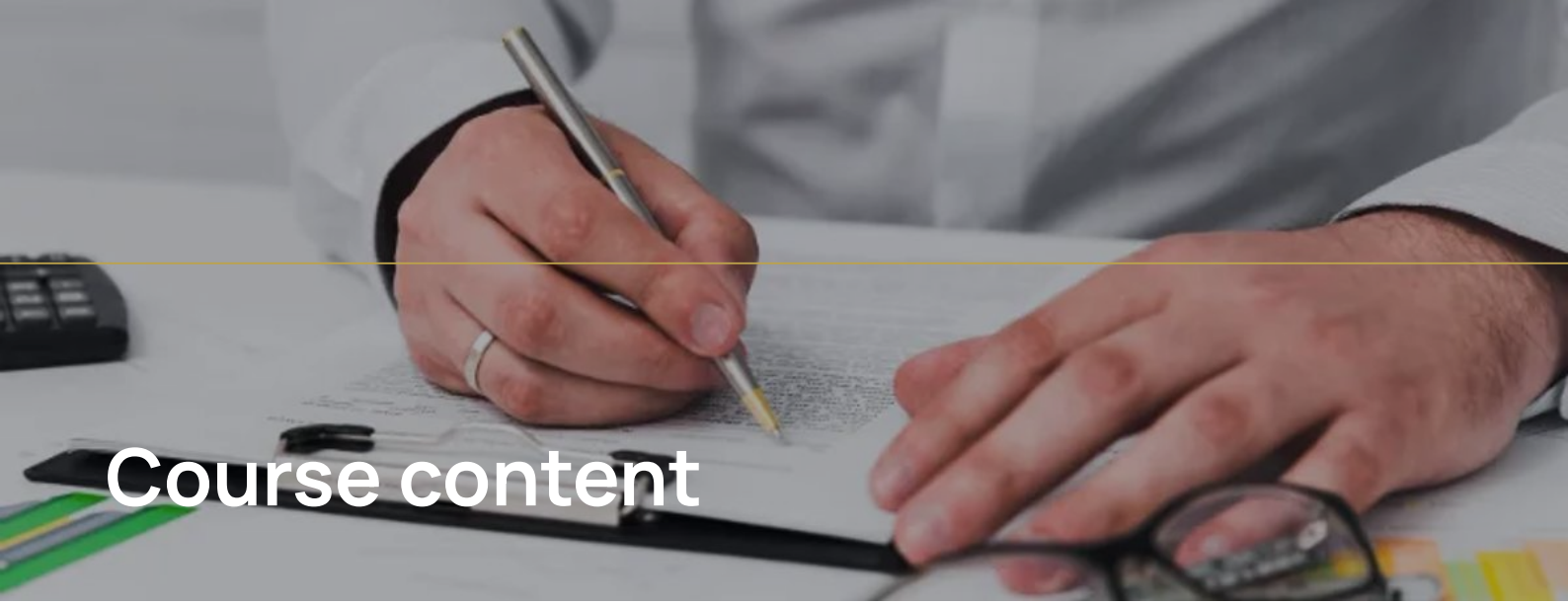
Applied activity: In pairs, participants will role-play as auditors and auditees, practising evidence collection techniques through structured interviews and direct observations in a simulated environment. They will gather relevant information and discuss the effectiveness of their methods in collecting evidence.
Output: A compiled evidence matrix summarising collected evidence, its relevance, and supporting documentation.

09:00–09:54	Types of evidence: documentation, interviews, observations, and records.
09:54–10:48	Techniques for effective evidence gathering during audits, including sampling methods.
10:48–11:00	Using checklists and templates for systematic data collection.
11:00–11:30	Coffee break
11:30–12:12	Using checklists and templates for systematic data collection. (continued)
12:12–13:06	Evaluating the reliability and validity of evidence collected during audits.
13:06–14:00	Documenting evidence for audit trails and future reference.

Day 3: Evaluating Compliance and Identifying Non-Conformities

Applied activity: Participants will analyse a case study of a fictional audit, identifying compliance issues and non-conformities based on provided evidence. They will discuss potential corrective actions and their implications for quality management, considering the broader impact on the organisation.
Output: A report detailing identified non-conformities, their implications, and suggested corrective actions.

09:00–09:54	Understanding compliance requirements and relevant standards, such as ISO and industry regulations.
09:54–10:48	Techniques for assessing compliance during audits, including gap analysis.
10:48–11:00	Identifying and documenting non-conformities with clear definitions and examples.



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11:00–11:30	**Coffee break**
11:30–12:12	Identifying and documenting non-conformities with clear definitions and examples. (continued)
12:12–13:06	Root cause analysis methods for non-conformities and corrective actions.
13:06–14:00	Prioritising issues based on risk assessment and impact on quality.

Day 4: Effective Audit Reporting

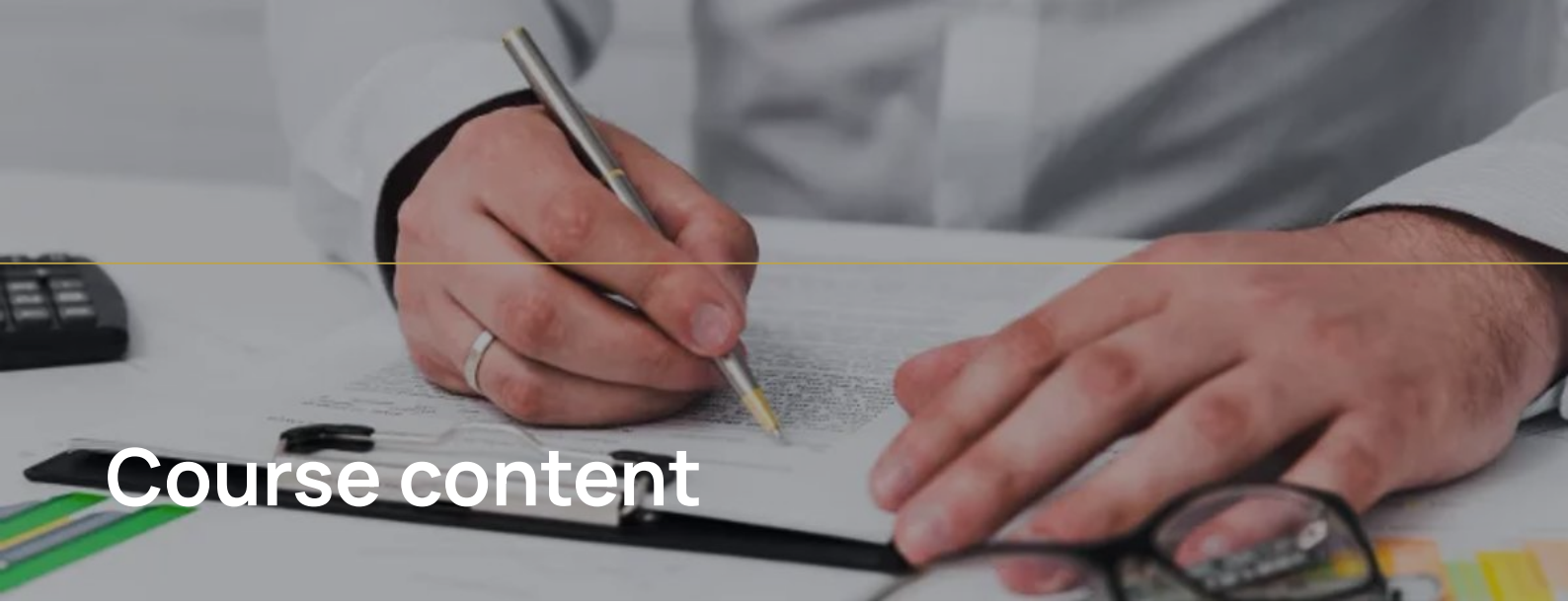
Applied activity: Participants will draft an audit report based on the previous day's findings, focusing on clarity, actionable recommendations, and stakeholder communication strategies. They will present their reports to the group for feedback, refining their communication skills.
Output: A completed audit report ready for presentation to stakeholders, including a summary of findings and recommendations.

09:00–09:54	Structuring audit reports for clarity, impact, and stakeholder engagement.
09:54–10:48	Best practices for writing audit findings and actionable recommendations.
10:48–11:00	Communicating audit results to stakeholders, including management and teams.
11:00–11:30	**Coffee break**
11:30–12:12	Communicating audit results to stakeholders, including management and teams. (continued)
12:12–13:06	Utilising visual aids and data presentation techniques to enhance report clarity.
13:06–14:00	Ensuring follow-up on audit recommendations and tracking improvements.

Day 5: Integrated Audit Application

Applied activity: Teams will conduct a simulated audit of a fictional organisation, planning, executing, and reporting their findings in a comprehensive manner. They will address any identified issues and propose improvements based on their analysis, ensuring a thorough understanding of the audit process.
Output: A presentation of the audit findings, including a continuous improvement plan and a summary of stakeholder feedback.

09:00–09:54	Conducting a full audit simulation from planning to reporting in a group setting.
09:54–10:48	Collaborating in teams to address complex audit scenarios and challenges.
10:48–11:00	Utilising feedback from previous days to refine audit processes and reports.
11:00–11:30	**Coffee break**



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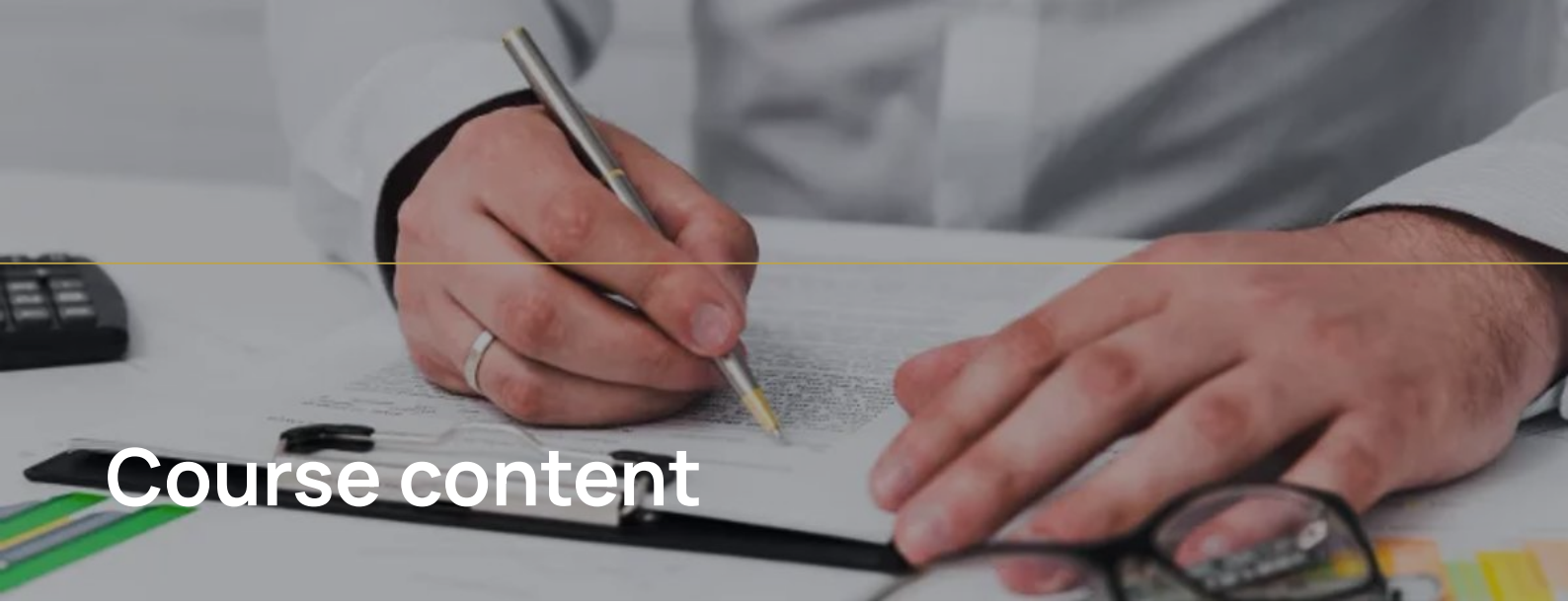
11:30–12:12	Utilising feedback from previous days to refine audit processes and reports. (continued)
12:12–13:06	Presenting audit findings to a mock board of stakeholders with a focus on clarity and impact.
13:06–14:00	Developing a continuous improvement plan based on audit results and stakeholder feedback.

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

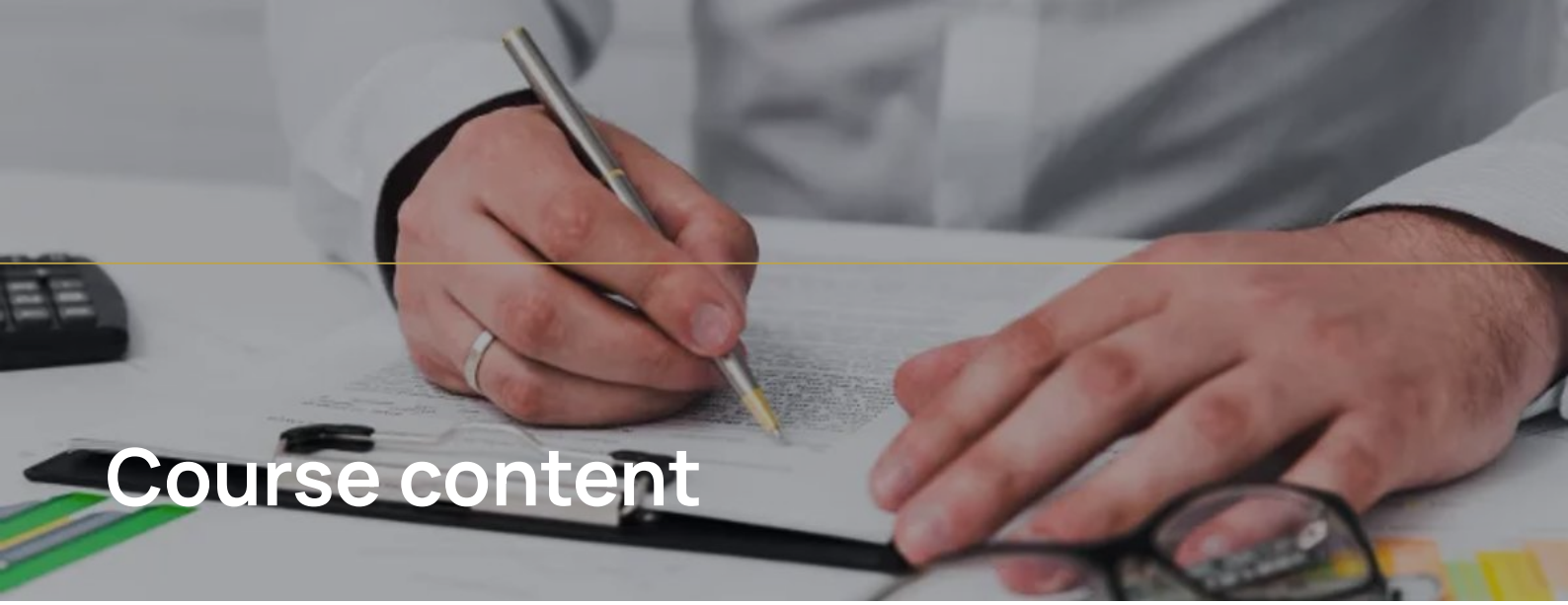
Venue	Start date	End date	Fee (EUR)
Istanbul Confirmed dates	16 Nov 2026	20 Nov 2026	**€2,650.-**
Online Confirmed dates	16 Nov 2026	20 Nov 2026	**€1,250.-**
Amsterdam Confirmed dates	7 Dec 2026	11 Dec 2026	**€2,540.-**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**€1,250.-**
Singapore Confirmed dates	14 Dec 2026	18 Dec 2026	**€2,820.-**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**€1,250.-**
London Confirmed dates	4 Jan 2027	8 Jan 2027	**€2,450.-**



Course content

Dates, venues and fees (continued)

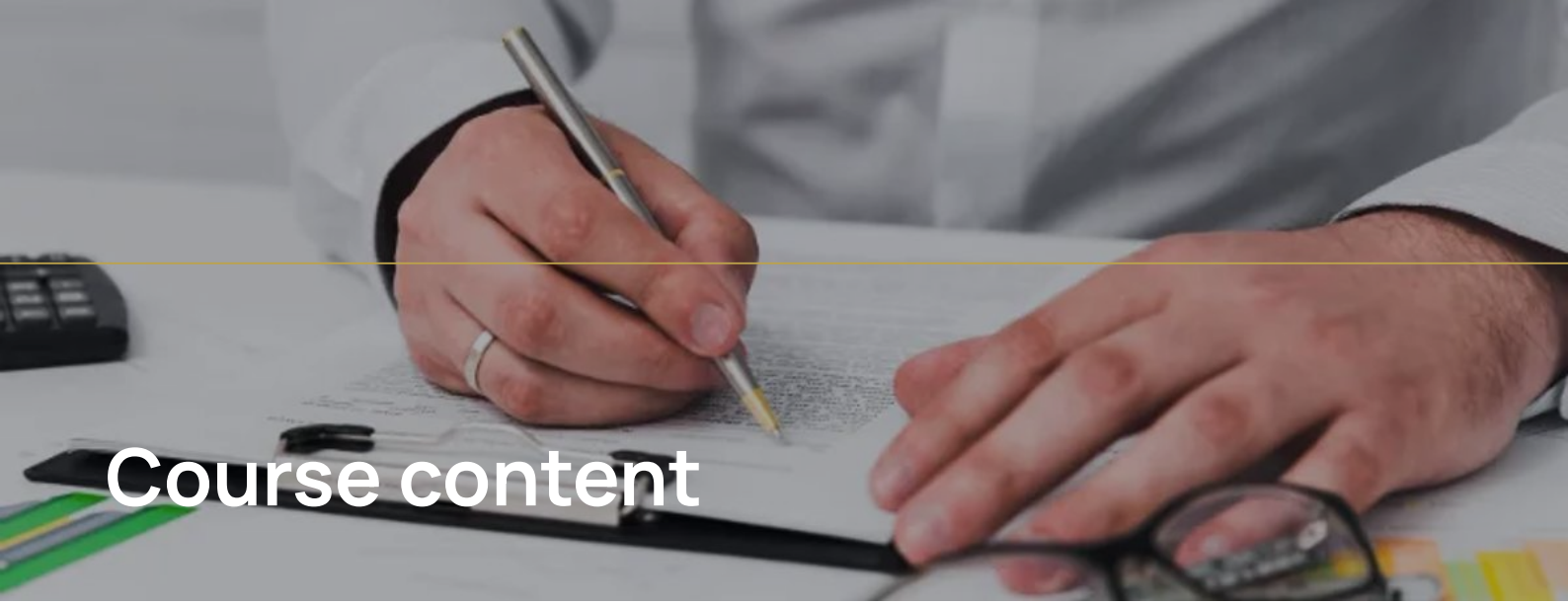
Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**€1,250.-**
Dubai Confirmed dates	18 Jan 2027	22 Jan 2027	**€3,150.-**
Online Confirmed dates	18 Jan 2027	22 Jan 2027	**€1,250.-**
Rome Confirmed dates	25 Jan 2027	29 Jan 2027	**€2,450.-**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**€1,250.-**
Frankfurt Confirmed dates	1 Feb 2027	5 Feb 2027	**€2,650.-**
Online Confirmed dates	1 Feb 2027	5 Feb 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	15 Feb 2027	19 Feb 2027	**€1,450.-**
Online Confirmed dates	15 Feb 2027	19 Feb 2027	**€1,250.-**



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Dates, venues and fees (continued)

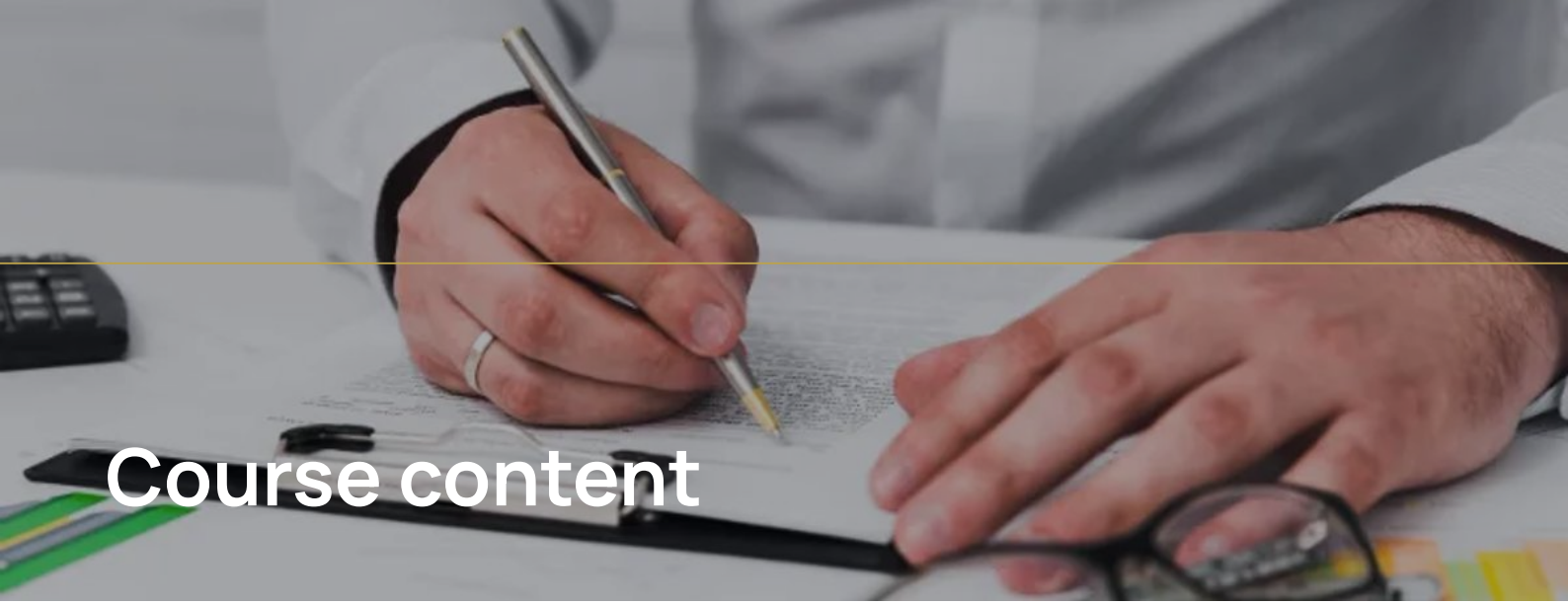
Venue	Start date	End date	Fee (EUR)
Paris Confirmed dates	1 Mar 2027	5 Mar 2027	**€2,860.-**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**€1,250.-**
Istanbul Confirmed dates	15 Mar 2027	19 Mar 2027	**€2,650.-**
Online Confirmed dates	15 Mar 2027	19 Mar 2027	**€1,250.-**
Cape Town Confirmed dates	29 Mar 2027	2 Apr 2027	**€1,890.-**
Online Confirmed dates	29 Mar 2027	2 Apr 2027	**€1,250.-**
Amsterdam Confirmed dates	5 Apr 2027	9 Apr 2027	**€2,540.-**
Online Confirmed dates	5 Apr 2027	9 Apr 2027	**€1,250.-**
Singapore Confirmed dates	19 Apr 2027	23 Apr 2027	**€2,820.-**



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Dates, venues and fees (continued)

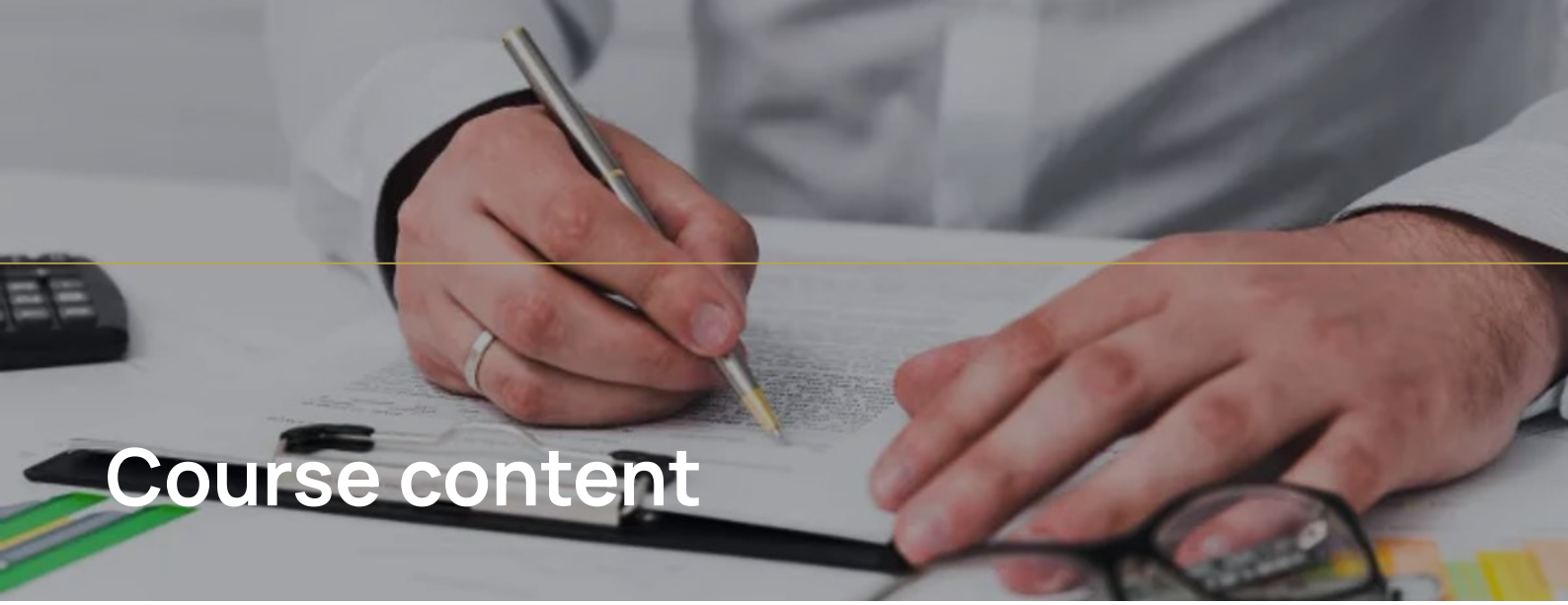
Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	19 Apr 2027	23 Apr 2027	**€1,250.-**
London Confirmed dates	3 May 2027	7 May 2027	**€2,450.-**
Online Confirmed dates	3 May 2027	7 May 2027	**€1,250.-**
Dubai Confirmed dates	17 May 2027	21 May 2027	**€3,150.-**
Online Confirmed dates	17 May 2027	21 May 2027	**€1,250.-**
Barcelona Confirmed dates	31 May 2027	4 Jun 2027	**€2,840.-**
Online Confirmed dates	31 May 2027	4 Jun 2027	**€1,250.-**
Frankfurt Confirmed dates	7 Jun 2027	11 Jun 2027	**€2,650.-**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,250.-**



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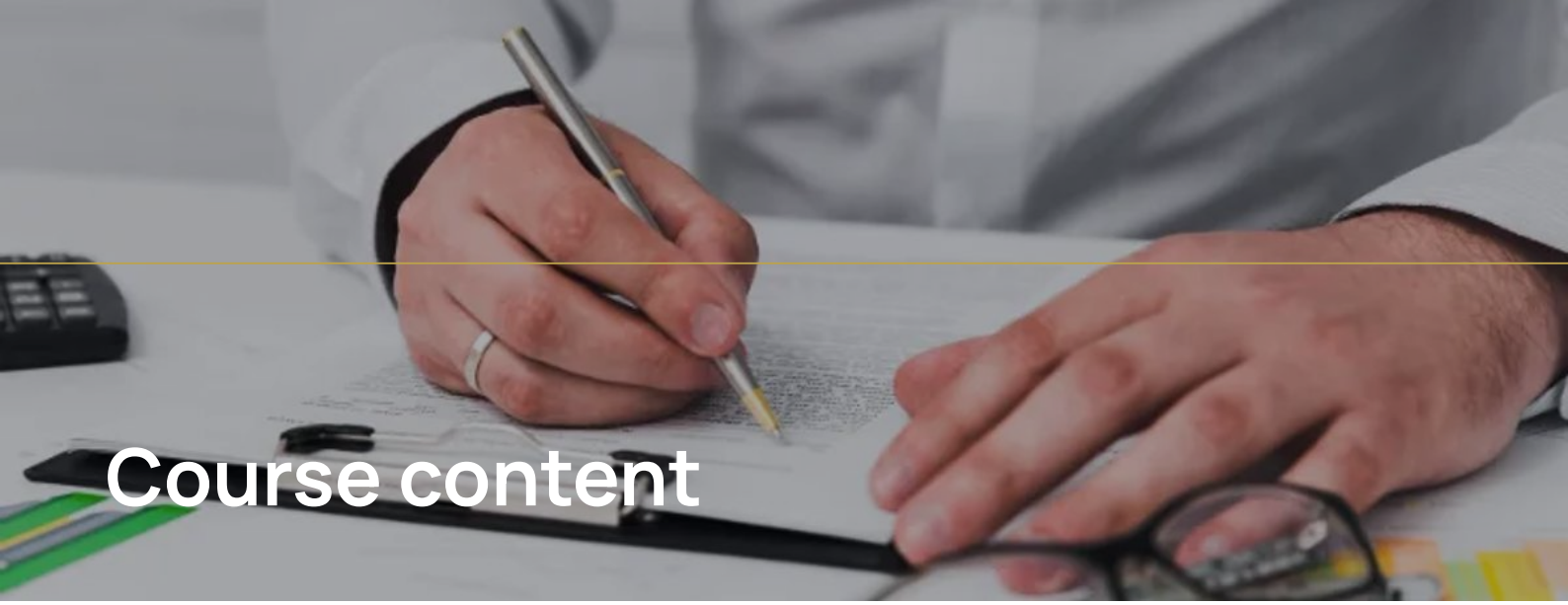
Venue	Start date	End date	Fee (EUR)
Kuala Lumpur Confirmed dates	21 Jun 2027	25 Jun 2027	**€1,450.-**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**€1,250.-**
Paris Confirmed dates	5 Jul 2027	9 Jul 2027	**€2,860.-**
Online Confirmed dates	5 Jul 2027	9 Jul 2027	**€1,250.-**
Istanbul Confirmed dates	19 Jul 2027	23 Jul 2027	**€2,650.-**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,250.-**
Amsterdam Confirmed dates	2 Aug 2027	6 Aug 2027	**€2,540.-**
Online Confirmed dates	2 Aug 2027	6 Aug 2027	**€1,250.-**
Vienna Confirmed dates	9 Aug 2027	13 Aug 2027	**€2,940.-**



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Dates, venues and fees (continued)

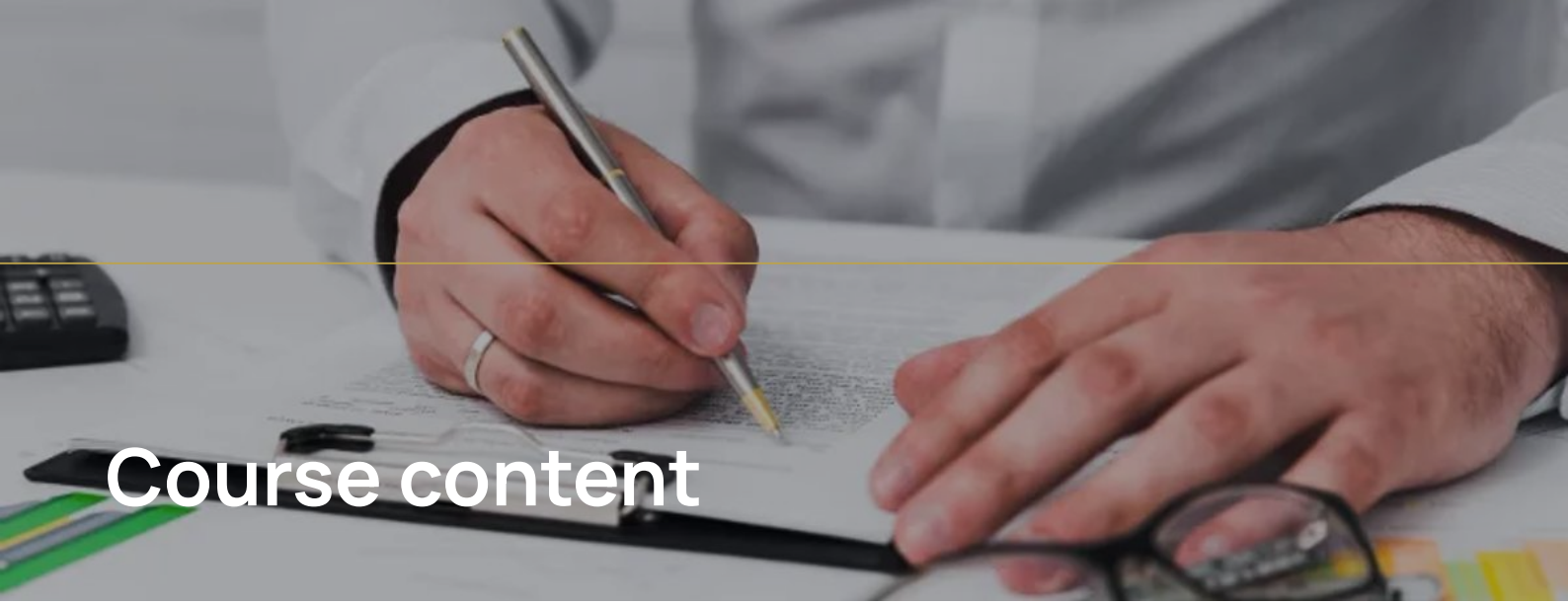
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Online Confirmed dates	16 Aug 2027	20 Aug 2027	**€1,250.-**
London Confirmed dates	6 Sept 2027	10 Sept 2027	**€2,450.-**
Online Confirmed dates	6 Sept 2027	10 Sept 2027	**€1,250.-**
Dubai Confirmed dates	20 Sept 2027	24 Sept 2027	**€3,150.-**
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**€1,250.-**
Cape Town Confirmed dates	27 Sept 2027	1 Oct 2027	**€1,890.-**
Online Confirmed dates	27 Sept 2027	1 Oct 2027	**€1,250.-**



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Dates, venues and fees (continued)

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Frankfurt Confirmed dates	4 Oct 2027	8 Oct 2027	**€2,650.–**
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,250.–**
Kuala Lumpur Confirmed dates	18 Oct 2027	22 Oct 2027	**€1,450.–**
Online Confirmed dates	18 Oct 2027	22 Oct 2027	**€1,250.–**
Paris Confirmed dates	1 Nov 2027	5 Nov 2027	**€2,860.–**
Online Confirmed dates	1 Nov 2027	5 Nov 2027	**€1,250.–**
Istanbul Confirmed dates	15 Nov 2027	19 Nov 2027	**€2,650.–**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**€1,250.–**
Rome Confirmed dates	29 Nov 2027	3 Dec 2027	**€2,450.–**



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Online Confirmed dates	6 Dec 2027	10 Dec 2027	**€1,250.-**
Singapore Confirmed dates	13 Dec 2027	17 Dec 2027	**€2,820.-**
Online Confirmed dates	13 Dec 2027	17 Dec 2027	**€1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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