

QUALITY & OPERATIONAL EXCELLENCE | COURSE BROCHURE

Quality Auditing Techniques

5 days | Classroom training | English

SMART HORIZON

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Amsterdam
The Netherlands

Explore current programmes

https://smart-horizon.eu



Course content

Why attend

Internal quality audits verify that management systems work and identify opportunities for improvement. This course covers quality auditing techniques: audit programmes, planning, checklists, process-based auditing, interviewing and sampling, evaluating evidence, writing nonconformities, reporting and follow-up.

Good audits add value; poor audits are box-ticking. You will learn techniques to audit effectively and constructively.

Professional Problems This Course Is Designed to Solve

- Difficulty translating subject knowledge into practical workplace decisions.
- Inconsistent approaches to the activities covered in the course outline.
- Lack of a structured plan for applying and reviewing new skills.

Course methodology

Audit role plays, checklist development, evidence evaluation exercises and report writing.

Course objectives

By the end of this course, participants will be able to:
- Plan audit programmes and individual audits
- Prepare process-based checklists
- Conduct opening meetings and interviews
- Gather and evaluate objective evidence
- Write clear nonconformity statements
- Report findings and verify corrective actions

Target audience

This course is suitable for:
- Internal quality auditors
- Quality managers
- Process owners
- Supplier auditors
- Management system coordinators



Course content

Target competencies

Participants will develop competencies in:

- Audit planning
- Interviewing
- Evidence evaluation
- Nonconformity writing
- Follow-up

Course outline

Day 1: Auditing Basics

09:00–10:08	Audit types
10:08–11:00	Principles
11:00–11:30	**Coffee break**
11:30–11:45	Principles (continued)
11:45–12:53	Audit programmes
12:53–14:00	Exercise

Day 2: Planning

09:00–10:08	Audit plans
10:08–11:00	Process-based checklists
11:00–11:30	**Coffee break**
11:30–11:45	Process-based checklists (continued)
11:45–12:53	Sampling
12:53–14:00	Workshop

Day 3: Conducting Audits

09:00–10:08	Opening meetings
10:08–11:00	Interviews
11:00–11:30	**Coffee break**



Course content

11:30–11:45	Interviews (continued)
11:45–12:53	Observation
12:53–14:00	Role play

Day 4: Findings

09:00–10:08	Objective evidence
10:08–11:00	Nonconformity statements
11:00–11:30	**Coffee break**
11:30–11:45	Nonconformity statements (continued)
11:45–12:53	Opportunities for improvement
12:53–14:00	Exercise

Day 5: Reporting

09:00–10:08	Audit reports
10:08–11:00	Closing meetings
11:00–11:30	**Coffee break**
11:30–11:45	Closing meetings (continued)
11:45–12:53	Follow-up
12:53–14:00	Action plan

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.



Course content

Dates, venues and fees

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

Venue	Start date	End date	Fee (EUR)
Amsterdam Confirmed dates	16 Nov 2026	20 Nov 2026	**€2,540.–**
Online Confirmed dates	16 Nov 2026	20 Nov 2026	**€1,250.–**
Vienna Confirmed dates	7 Dec 2026	11 Dec 2026	**€2,940.–**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**€1,250.–**
Cape Town Confirmed dates	11 Jan 2027	15 Jan 2027	**€1,890.–**
Online Confirmed dates	11 Jan 2027	15 Jan 2027	**€1,250.–**
Barcelona Confirmed dates	25 Jan 2027	29 Jan 2027	**€2,840.–**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**€1,250.–**
Rome Confirmed dates	15 Feb 2027	19 Feb 2027	**€2,450.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	15 Feb 2027	19 Feb 2027	**€1,250.–**
Paris Confirmed dates	8 Mar 2027	12 Mar 2027	**€2,860.–**
Online Confirmed dates	8 Mar 2027	12 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.–**
Kuala Lumpur Confirmed dates	19 Apr 2027	23 Apr 2027	**€1,450.–**
Online Confirmed dates	19 Apr 2027	23 Apr 2027	**€1,250.–**
Barcelona Confirmed dates	3 May 2027	7 May 2027	**€2,840.–**
Online Confirmed dates	3 May 2027	7 May 2027	**€1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Frankfurt Confirmed dates	24 May 2027	28 May 2027	**€2,650.-**
Online Confirmed dates	24 May 2027	28 May 2027	**€1,250.-**
Cape Town Confirmed dates	14 Jun 2027	18 Jun 2027	**€1,890.-**
Online Confirmed dates	14 Jun 2027	18 Jun 2027	**€1,250.-**
Dubai Confirmed dates	5 Jul 2027	9 Jul 2027	**€3,150.-**
Online Confirmed dates	5 Jul 2027	9 Jul 2027	**€1,250.-**
London Confirmed dates	26 Jul 2027	30 Jul 2027	**€2,450.-**
Online Confirmed dates	26 Jul 2027	30 Jul 2027	**€1,250.-**
Istanbul Confirmed dates	9 Aug 2027	13 Aug 2027	**€2,650.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**€1,250.-**
Vienna Confirmed dates	30 Aug 2027	3 Sept 2027	**€2,940.-**
Online Confirmed dates	30 Aug 2027	3 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.-**
Rome Confirmed dates	11 Oct 2027	15 Oct 2027	**€2,450.-**
Online Confirmed dates	11 Oct 2027	15 Oct 2027	**€1,250.-**
London Confirmed dates	1 Nov 2027	5 Nov 2027	**€2,450.-**
Online Confirmed dates	1 Nov 2027	5 Nov 2027	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Rome Confirmed dates	15 Nov 2027	19 Nov 2027	**€2,450.-**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**€1,250.-**
Dubai Confirmed dates	6 Dec 2027	10 Dec 2027	**€3,150.-**
Online Confirmed dates	6 Dec 2027	10 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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View the latest course details online