

Agenda

Day 1

8.00 am Welcome

Introductory Session

Session 1: Management System Auditor Certification

Session 2: Audit Basics

Activity 1 – ISO 19011:2011 Terms and Definitions

Activity 2 – Introduction to St. Martha's Memorial Hospital

Session 3: Auditor Competence

Activity 3 – Determining Competence of Auditors

Session 4: Managing an Audit Program

12 noon LUNCH

Session 4: Managing an Audit Program *continued*

Activity 4 – Managing an Audit Program

Activity 5 – Selecting Audit Team

Session 5: Performing the Audit Part 1 – Planning

Activity 6 – Audit Conventions

Activity 7 – Audit Schedules

Activity 8 – Preparing Work Documents

Review and Questions

End of Day 1 Examination

5.00 pm End of Day 1

Evening work will be allocated by the instructor

Day 2

8.00 am **Session 6: Performing the Audit Part 2 – Conducting the Audit Activities**

- Activity 9 – Conducting Opening Meetings
- Activity 10 – The Live Audit of St Martha's Memorial Hospital
- Activity 11 – Nonconformity Writing
- Activity 12 – Conducting Closing Meetings

Session 7: Performing the Audit part 3 – Concluding the Audit

- Activity 13 – Corrective Action
- Activity 14 – Audit Report

End of Day 2 Examination

Course Wrap-Up and Questions

5.00 pm Course Close

Note: A working lunch will be taken on Day 2 at an appropriate point in the course activities.