



London TDM

# Quality and Productivity Improvement Training Courses

**Course Venue:** Malaysia - Kuala Lumpur

**Course Date:** From 16 November 2025 To 20 November 2025

**Course Place:** Royale Chulan Hotel

**Course Fees:** 6,000 USD

## Introduction

This 5-day professional course on Internal Quality Auditing Skills is designed to equip participants with the essential knowledge and practical skills needed to conduct effective internal audits. The course will cover various auditing methodologies, techniques for identifying areas for improvement, and strategies for implementing corrective actions.

- Understand the principles and purpose of internal quality auditing.
- Develop skills to plan and execute an internal audit.
- Learn to identify and report non-conformities effectively.
- Gain proficiency in writing clear and actionable audit reports.
- Understand how to implement and follow up on corrective actions.

## Course Outlines

### Day 1: Introduction to Quality Auditing

- Definition and purpose of internal audits
- Types of audits: compliance, process, and system audits
- Standards and frameworks for quality auditing
- Roles and responsibilities of an auditor
- Overview of the audit cycle

### Day 2: Planning the Audit

- Establishing audit objectives and scope
- Developing an audit plan and checklist
- Resource allocation and scheduling
- Conducting a risk assessment
- Preparing audit documentation

### Day 3: Conducting the Audit

- Opening meeting with auditees
- Data collection techniques
- Interviewing and observation skills
- Recording audit evidence
- Managing audit team dynamics

### Day 4: Reporting and Follow-up

- Writing effective audit reports
- Identifying and categorizing non-conformities
- Communicating audit findings
- Performing root cause analysis
- Recommendations and corrective actions

### Day 5: Enhancing Audit Performance

- Implementing continuous improvement in auditing
- Advanced auditing techniques and tools
- Ethics and integrity in quality auditing
- Auditor certification and professional development
- Closing audit meeting and feedback