

# A MORE PROFITABLE FIRST-PARTY (PERFORMANCE) AUDIT

## JOIN THE NEW BREED OF HIGH VALUE-ADDED INTERNAL AUDITORS

"I predict that auditors will be challenged to make a paradigm shift in approach over the next five years. The emphasis must be on genuine improvement aligned with business objectives and not on trivial nonconformities . . . . an extensive education and training programme will be required. Although the audit process is the same, it is the subject matter that changes."  
- Tim O'hlanion (UK 2003)

THIS TIME round . . . . . we've got to be looking at INTERNAL AUDITS for REAL BUSINESS BENEFITS.

A NEW REVOLUTIONARY TRAINING COURSE for INTERNAL AUDITORS of your ISO Management Systems to drive for results including PROFIT instead of paperwork . . . . After your SYSTEM excellence, it has to be your MANAGEMENT excellence and PERFORMANCE (AUDIT) excellence -- for your SYSTEM to deliver RESULT--RESULT--RESULT leading to PROFIT -- all for your COMPANY!

Time to take a closer look at your ISO internal audits -- are they 'wayang' (show) only? . . . . are there lots of record backdating? . . . . are they 'superficial' audits for the sake of keeping staff 'harmony'? . . . . are you hesitating to point out the non-conformities -- ended up being the one to close out? . . . .

TIME to allow your INTERNAL AUDITORS to unlearn & relearn -- to be RETRAINED !!!

- Q1. What is the real VALUE of an Internal Auditor?
- Q2. Must AUDIT be both record-based and result-based?
- Q3. Is PERFORMANCE AUDIT better in producing results - instead of paperwork?
- Q4. Must Auditors be trained to audit for MANAGEMENT RESULT PERFORMANCE - instead of MANAGEMENT PROCESS CONFORMITY?
- Q5. Who cares for your company results leading to PROFIT -- your customers? Your certification auditors? Your management and management-turned-auditors?

### FIRST-PARTY PERFORMANCE AUDIT TRAINING COURSE

#### MODULE (1) INTERNAL AUDITOR TRAINING COURSE (ISO 9001:2000)

Who should attend : Management Representatives, Functional Middle Managers, designated Internal Quality Auditors and Quality Practitioners

**(DAY ONE)**

1. about PERFORMANCE • MANAGEMENT • SYSTEM of AN ORGANIZATION
  - 1.1 ORGANIZE an ORGANIZATION
  - 1.2 SYSTEM
  - 1.3 MANAGEMENT
  - 1.4 PERFORMANCE
  - 1.5 MANAGEMENT SYSTEM for RISK-FREE PERFORMANCE

(TEA BREAK)
2. MANAGEMENT SYSTEM MODELS – A TYPICAL ISO 9001 QMS
  - 2.1 INTERNATIONAL MODELS
  - 2.2 A TYPICAL ISO 9001 QMS MODEL
  - 2.3 ADDITIONAL REQUIREMENTS of ISO 9001:2000 QMS
  - 2.4 AUDIT CHECKLIST PREPARATION

(LUNCH BREAK)
3. AUDIT FOR MANAGEMENT PERFORMANCE to BUSINESS BENEFITS
  - 3.1 TYPES OF AUDITS
  - 3.2 PURPOSES OF AUDITS
4. THE ISO 19011 SYSTEM AUDIT FRAMEWORK
  - 4.1 AUDIT PRINCIPLES
  - 4.2 AUDIT ATTRIBUTES
  - 4.3 AUDITOR'S SENSE & SENSITIVITY (PERFORMANCE AUDIT)
  - 4.4 AUDITOR TYPES
  - 4.5 MANAGEMENT PRESENTATION
  - 4.6 NATURISTIC PERFORMANCE AUDIT
  - 4.7 AUDIT MANAGEMENT
  - 4.8 AUDIT CONDUCT

(TEA BREAK)
5. FROM REQUIREMENTS TO AUDIT CHECKLISTS
  - 5.1 CONFORMITY AUDIT – CHECKLIST by INTERNATIONAL STANDARDS
  - 5.2 PERFORMANCE AUDIT – CHECKLIST PREPARATION for MANAGEMENT PERFORMANCE (SYNDICATE TEST)
6. WHAT'S NEW in PERFORMANCE AUDIT
  - 6.1 FIRST-PARTY PERFORMANCE AUDIT (in brief)
  - 6.2 A COLLABORATIVE LEARNING & PERFORMANCE TEAM
  - 6.3 A SUPERIOR PERFORMANCE AUDIT
  - 6.4 MISSING PERFORMANCE STANDARDS for AUDITORS?
  - 6.5 EVALUATION OF VALUE-ADDS
  - 6.6 RISK PREVENTION for PERFORMANCE AUDIT



WHAT'S NEXT – (MCQ & CASE STUDIES)

Note : Three (3) tests will be conducted. A minimum qualification of "O" level is recommended by IQA(UK). ON SITE TRAINING IS ALSO AVAILABLE UPON REQUEST

- Please send in your fax confirmation and cheque at least one week in advance.
- Certificates of Attendance & Examination will be awarded to candidates who pass each of the 3 tests.



**MODULE (2) INTERNAL OHS AUDITOR TRAINING COURSE (ISO 18001:1999)**

**(DAY TWO)**

9.00 – 10.30      **UNDERSTANDING OHSAS 18001:1999**  
 1.1 **about OCCUPATIONAL HEALTH & SAFETY (OHS) . . . . .**  
     •1 OHS Issues (Hazards (vs. Risks))  
     •2 The Needs for Standards & Planned Arrangements  
         – a data-based MANAGEMENT SYSTEM  
     •3 The Evolution of OHS Wisdoms  
     •4 OHS Terminology  
 1.2 **about OHS MANAGEMENT SYSTEM (OHSMS) . . . . .**  
     •1 Structure – OHSAS 18001 Series  
     •2 Requirements – (OHSAS 18001 Checklist Preparation)  
     •3 Summary – Concept  
         – Philosophy

10.30 – 10.45      (TEA BREAK)

10.45 – 1.00      **SYNDICATE TEST – PREPARING OHSAS AUDIT CHECKLIST**  
 (MCQ test) – test your KNOWLEDGE  
 (CASE STUDY) – Audit Ability Development (SPOT NON-CONFORMITIES or OBSERVATIONS)

1.00 – 2.00      (LUNCH HOUR)

**MODULE (3) INTERNAL ENVIRONMENTAL AUDIT TRAINING COURSE (ISO 14001:1996)**

2.00 – 4.15      **UNDERSTANDING ISO 14001:1996**  
 1.1 **ABOUT ENVIRONMENT (E) . . . . .**  
     •1 ENV Issue (Aspects (vs. Impacts))  
     •2 The Needs for Standards & Planned Arrangements  
         – a data-based MANAGEMENT SYSTEM  
     •3 The Evolution of ENV Wisdoms  
     •4 ENV Terminology  
 1.2 **ABOUT ENV MANAGEMENT SYSTEM (EMS) . . . . .**  
     •1 Structure – ISO 14001 Series  
     •2 Requirements – (ISO 14001 Checklist Preparation)  
     •3 Summary – Concept  
         – Philosophy

4.15 – 4.30      (TEA BREAK)

4.30 – 5.30      **SYNDICATE TEST – PREPARING EMS AUDIT CHECKLIST**  
 (MCQ test) – test your KNOWLEDGE  
 (CASE STUDY) – Audit Ability Development (SPOT NON-CONFORMITIES or OBSERVATIONS)

**Note : Three (3) tests will be conducted per modules. A minimum qualification of "O" level is recommended by IQA(UK).**  
 •Please send in your fax or email confirmation and cheque at least one week in advance.  
 •Certificates of Attendance & Examination will be awarded to candidates who pass each of the tests.

*REPLY SLIP*

Fax to : CCIS /  
 (Fax # : (65) 6778 5962 / Tel # : (65) 6778 5103)  
 Email : info@ccis.com.sg

**Fee : S\$1,000.00 per pax (GST Chargeable)**  
 • Register earlier to prevent last-minute disappointment  
 • Cheque to be made payable to CCIS SINGAPORE PTE LTD  
 • No refund will be made upon confirmation of the registration by the Organiser through facsimile. If the registered delegate is unable to attend, a substitute is welcomed.  
 • Training materials, tea and lunch will be provided.

**Date(s) :**  
**Time : from 9.00am – 5.30pm**  
**Venue : CCIS Training Room**  
 16A Science Park Drive #03-02  
 THE PASCAL, Singapore Science Park 1  
 Singapore 118228

Name List (or be attached separately)		Name List (or be attached separately)	
1.		5.	
2.		6.	
3.		7.	
4.		8.	
Total No.		TOTAL S\$	FORWARDED CHEQUE #
COMPANY		(submitted by) NAME	
TEL		DESIGNATION	
FAX		DATE	