

# How to carry out an Audit

## Programme Outline

### Who can benefit?

The course is suitable for those required to carry out audits and implement systems of continuous improvement.

### Course Objectives

- Identify and draw a process flow diagram that represents a business process within your organisation
- Prepare, plan and carry out an audit against contract requirements
- List the elements of an effective audit review process
- Identify your internal/external customers within the audit cycle
- Describe how your audit procedure/process can be used to inform future practice

### Course content

- Background to audits
- Framework of an effective audit
- Process management & auditing
- Customer satisfaction
- Risk management
- Action planning

### Course Duration

1 day