



ISO 9001:2008 Internal Audits Made Easy: Tools, Techniques, and Step-By-Step Guidelines for Successful Internal Audits, Third Edition

Anne W. Phillips

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Implementing the requirements of ISO 9001 can be a daunting task for many organizations. In an attempt to develop a system that will pass the registration audit, we are tempted to establish processes with the primary purpose of conforming to the requirements of ISO 9001. In doing so, however, it is easy to lose sight of the original intent of the standard to continually improve the effectiveness of the quality management system implemented at our organization. This book is intended to help managers, management representatives, internal audit coordinators, and internal auditors implement a practical internal audit process that meets the requirements of ISO 9001:2008 while also adding significant, measurable value to the organization's bottom line. The tools, techniques, and step-by-step guidelines provided in this book can also be used by those organizations that have a well-established internal audit process but are looking for easy ways to make that process more effective. The tools in the appendices of this book have also been provided on the enclosed CD to facilitate your customizing them to fit the specific needs of your organization.

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