



14000 Store

The tools you need to Achieve and Maintain ISO 14001

(877) 942-6572

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ISO 14001:2015

Internal Auditor Training




Trainer's Guide



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Overview

These course materials are meant to train people to conduct internal environmental audits within your organization, which are necessary to meet the internal audit requirements of the ISO 14001:2015 standard.

The course is divided into two sections:

1. The first section will familiarize the students with the requirements ISO 14001:2015 environmental management system.

Allow 4 hours for this section.

2. The second section is devoted to the auditing process. The students will go through all the steps required for an audit, with hands on involvement in performing each step by conducting a mock audit of a fictitious company.

Allow 8 hours for this section.

This guide contains everything the instructor needs to lead the class.

We recommend that you print this guide as you'll need the PowerPoint speaker notes to lead the class.

Notes:

It is assumed that the instructor has certified Lead Auditor credentials or equivalent experience. This is not meant as a self study course.

It is recommended that the first audit the student is involved with be under the leadership of a lead auditor who has audit experience.



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Course Materials

The supplies you will need are:

PowerPoint: **ISO 14001 Guide to Internal Audits** (included).



PowerPoint: **Requirements of ISO 14001** (included).

A complete version with Speaker Notes is in this Trainer's Guide

PowerPoint: **Steps of Internal Audit** (included).

A complete version with Speaker Notes is in this Trainer's Guide

Student Manual (included).

Print one copy for **each student**

You may wish to have extra copies of the CPAR form
It includes reduced versions of all the PowerPoints



The ISO 14001:2015 Standard (**NOT Included***) One copy for every 2-3 students. Standards are available electronically from www.14000store.com/buy-standards.aspx



****The ISO 14001:2015 Standard is a copyrighted document and we are unable to include it.***

Eco Toy Company (ETC) Documents and Records (included).
Print one copy for **each team** of two or three students.



The purpose of the internal audit is to demonstrate that ETC is doing what the company says it does. Documents and records are required to prove that systems are in place. These copies are provided in the Eco Toy Company (ETC) Documents and Records file.

Pages 3 through 11 in ETC Documents and Records contain the documentation that makes up the introductory section of the ETC Environmental Management System. The remaining pages contain the ETC Documentation and Records required for the Internal Audit training.

Performing an Internal Audit »Tools

What does an audit checklist look like?

Visit www.the9000store.com for the "Internal Audit Checklist" that will help you complete this task.

| Requirement | Status | Observations or comments |
|---|--------|---|
| Is the environmental policy posted and understood by employees? | Okay | <i>Policy posted on bulletin board. Paraphrased by Pat Martin</i> |
| Do employees have the environmental documents they need for their jobs? List the names of employees asked and what documents they use. | Okay | <i>Procedure for document control found on work station in mixing area. Joe Smith, Mary Perkins use the latest versions of documents</i> |
| Confirm employees are qualified for the job they do. Check personnel records. | Okay | <i>Workers are well organized and know what to do. Personnel department have all records</i> |

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ISO 14001:2015 Requirements

Now that the students are familiar with the organization of the standard, this section will outline **the requirements** of each section – what it is really asking them to do?

Requirements of ISO 14001:2015 Power Point presentation

First, there is a brief 11-page introduction to serve as a review:

What is ISO 14001?

The Process Model/Process Approach

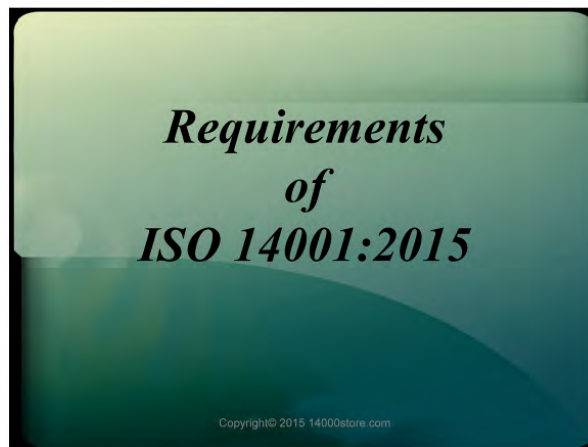
Second, the rest of this presentation outlines the requirements of ISO 14001.

If you use the speaker's notes this review could take about 2 hours

Students can take notes in their manual.

We've included the presentation in this Trainer's Guide so you can review the notes while presenting.

1. Review "**Requirements of ISO 14001:2015**" Power Point presentation
2. Complete the exercise "Find the Requirement" (following presentation speaker notes.)
3. Answer questions about ISO 14001:2015 to ensure they understand the material.



Exercise: Find the Requirement.

1. Introduce the 2nd exercise "**Find the Requirement**" in the student manual.
2. Have them find the clause in the standard that applies.
3. Have them work in groups as in the previous exercise.
4. Discuss the answers together.

To conclude this first section of the course, open it up to questions and answers on the standard.

4.2 Understanding the Needs and Expectations of Interested parties

Interested parties may be customers, owners, suppliers, unions, bankers, etc. and to understand their needs and expectations, you must:

- Identify the relevant interested parties, determine, monitor and review their requirements that are Relevant to the EMS.
- Consider their expectations and needs and determine which become compliance obligations.

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Again -- Remember that for the EMS you only need to consider the issues that are relevant to the EMS.

To completely understand the needs and expectations of interested parties, Your Company identifies the relevant interested parties, determines, monitors and reviews the requirements that are relevant to the EMS.

Consider their expectations and needs and determine which become compliance obligations.

Interested parties may be customers, owners, and people in the organization, suppliers, unions, bankers, partners or society that may include competitors or opposing pressure groups.



The Audit

The second section is devoted to the auditing process. Normally the class size will vary from 4 to 12, and it is recommended that you divide the class into teams of 2 or 4. It works best to have an even number of teams for holding opening and closing meetings.

Allow 8 hours for this section.

The students will go through all the steps required for an audit, with hands on involvement in performing each step by conducting an audit of a fictitious company, the Eco Toy Company (or ETC) including:

Scheduling the

Audit Planning the

Audit Opening

Meeting

Audit sections of the ETC Company's EMS:

5.2 Environmental Policy

6.1.2 Environmental Aspects

7.2 / 7.3 Competence / Awareness

10.2 Nonconformity, corrective action and preventive action

9.3 Management review.

Auditors Document Findings Final Audit Report

Closing Meeting

Creating the Audit File

Note: The trainer plays the part of Joe Sample, the ETC Quality Manager and the students act as ETC personnel as required.

Each team should have:

1. A copy of the ISO 14001:2015 Standard.
2. A copy of the Eco Toy Company (ETC) Documents & Records.
3. The Student Manual which allows them to:
 - Follow the presentation and take notes
 - View sample forms (which are presented in the PowerPoint)
 - Use blank forms (CAR, etc.) to conduct their audit.

You will lead this section using the "**Steps of ISO 14001:2015 Internal Audit**" Power Point presentation the entire time, using the materials in this package. The Speaker Notes in the PowerPoint will guide you along as an outline.



Conclusion

After the students have completed their presentations, you can:

1. Show them the final slides in the **“Steps of ISO 14001:2015 Internal Audit”** Power Point presentation outlining the non conformances for each section.
Remember, there is often more than one way to look at a situation, especially in a fictitious setting like ETC. Therefore, encourage open discussion on why they consider items a non conformance.
You may want to add their suggestions to the course material for next time.
2. If you feel that the student has satisfactorily understood the material, you may issue them a certificate (this is a separate MS Word file in your package). Use your judgment to issue this based upon:
Participation
Ideas
Leadership
Approach
Etc.
3. Schedule an audit of your facility to reinforce the material.

