



Internal Auditing for the ISO9001:2008 Standard

The new revision of the ISO9000 standard requires the process approach to auditing . . . are your internal auditors ready?

You're invited to join us for a 3 day Internal Auditor course addressing how to audit to the ISO9001:2008 standard. The session will be held in Mississauga and will start at 8:00 am on Monday April 28, 2010. The per-person fee schedule is as per table below. You can choose to attend the full 3 days or attend only Days 2 & 3. Please inquire about volume discounts and options regarding on-site training. Those interested must register before April 16 to ensure seating availability.

AT A GLANCE
Session Length: 3 Days
Next Public Course: April 28-30, 2010 Mississauga, Ontario
Start time: 8:00 am End time: 5:00 pm
Who Should Attend: This course is primarily targeted at those who have been selected by their organization to conduct internal audits of your company's management systems. Other people who may consider attending include Management Representatives or anyone who will benefit from the knowledge of how internal audits are to be conducted.
Cost: <u>Attendance on all 3 days:</u> Early Bird deadline Mar 19 - \$854 Standard pricing applies after Mar 19 - \$949 <u>Attendance on Days 2 & 3 only:</u> Early Bird deadline Mar 19 - \$625.50 Standard pricing applies after Mar 19 - \$695 Please call for volume discount. All prices subject to applicable tax of 5% GST Food and beverages will be served.
Registration: Registration is required prior to April 16, 2010.

	Attendance on All 3 Days	Attendance on Days 2 and 3 only
Early Bird Fee (before Mar 19)	\$854.00	\$625.50
Standard Fee (after Mar 19)	\$949.00	\$695.00
All prices subject to applicable tax of 5% GST		

Learn how the Internal Auditor Course will benefit you

This Internal Auditor course will train you in the following areas:

- Process Mapping – the new standard requires process mapping tools be used in the planning and execution of internal audits. This course provides auditors the concepts and practical knowledge needed to create process flow diagrams required in the audit process.
- Root Cause Analysis – the new standard intensifies the focus on effective cause analysis. This course provides auditors the concepts and practical knowledge needed to understand and correctly apply root cause analysis thinking in internal audits
- An overview of ISO9000 and industry-specific standards
- The new ISO9001:2008 standard
- The principles and benefits of effective auditing
- Types of audits (system, compliance and process) and how to plan and conduct these audits
- The audit preparation process
- How to dramatically improve internal audit efficiency and effectiveness

DAY 1	DAY 2	DAY 3
ISO9001:2008 Standard	Internal Auditing General	Process Auditing
Root Cause Analysis	Process Mapping	

Learn from an industry expert

SatiStar's **process improvement** efforts focus on reducing costs, reducing waste and rework, reducing cycle times, reducing defects, increasing accuracy and on-time delivery, and above all **increasing profitability**. This training session will be facilitated by one of two senior instructors:

- **Mickey Jawa**, Chairman and CEO of SatiStar Corporation
- **Mark Lefebvre**, Executive Vice-President of SatiStar Corporation

For More Information

For directions, registration, and other information please contact:

Angela Boychuk

Office: 905-567-1319 x605

Email: angela.boychuk@satistar.com



SATISTAR MANAGEMENT CONSULTING

2476 ARGENTIA RD, SUITE 203 MISSISSAUGA, ONTARIO, CANADA L5N 6M1

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Name of attendee(s):	1.	2.	3.
Job Title(s):	1.	2.	3.
Name of attendee(s):	4.	5.	6.
Job Title(s):	4.	5.	6.

Company Name:

Industry:

Address:

City:

Province:

Postal Code:

Phone number:

Email:

Payment Options: Cheque -

PO -

Credit Card – Complete info below. Security code is required.

Type of credit card: (Visa, MC)

Security Code (on back of credit card):

Card Number:

Expiry Date:

Signature:

Please see next page for Terms & Cancellation Policy.



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Terms of Service:

Payment must be received by SatiStar prior to the start of the course.

This covers all course fees, materials and refreshments during the course. Participants are responsible for their own travel and lodging.

Cancellations, Transfers, Substitutions and No-Shows:

We realize that it may be necessary for registrants to cancel or postpone training under certain circumstances. In fairness to our other course attendees, please note the following Cancellation, Transfer, Substitutions and No-Show Policy.

- **Cancellations:**
 - Cancellations made more than 30 days prior to the start of the course are fully refundable.
 - Cancellations made within 30 days of the course will be payable at 50% of the tuition fee, or you may prefer to postpone by transferring to another session within the following 12 months without penalty.^{1, 2}
 - Cancellations made within 14 days of the course are non-refundable.¹
- **Transfers:**
 - Transfers will not be allowed within 14 days of the start date of the course.
- **Substitutions:**
 - Substitute participants are acceptable with 24 hours advance notice prior to the start of the course.³
- **No-Shows:**
 - Registrants who fail to attend their course are liable for 100% of the course fee.¹

¹ If course payment has not been received at the time of cancellation/transfer and a fee is due, an invoice payable by the attendee will be mailed for this fee.

² Credits for postponed sessions (Transfers) will expire 12 months after the start date of the originally scheduled course session, and are non-refundable.

³ Courses cannot be split among multiple participants.

In the rare event that we must cancel a course, SatiStar's liability is limited to the course fee, plus applicable taxes.

Course certificates and Continuing Education Units will be issued to participants who complete the entire course.



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