

Internal Audit Guidance

ISO 14001:2015 & ISO 45001:2018

Contents

1	Introduction to Internal Auditing	3
1.1	Purpose of Internal Auditing	3
1.2	Principles of Internal Auditing	4
1.3	Selecting Internal Auditors	4
1.4	What are 'Audit Criteria'?	4
1.5	Types of Internal Audit	5
1.5.1	Gap Analysis	5
1.5.2	System Audits	5
1.5.3	Process Audits	5
1.6	Using the Internal Audit Checklists	6
1.6.1	Internal Audit Checklist	6
1.6.2	Audit Scoring Criteria	7
1.6.3	Audit Result Charts	8
1.6.4	Process Audit Template	9
1.6.5	Supplier Evaluation	9
1.6.6	Supplier Audit Checklist	9
1.7	Internal Audit Programme	9
1.7.1	Implementing the Audit Programme	9
1.7.2	Focus on Risk-based Auditing	11
1.8	Internal Audit Methodology	12
1.8.1	General Approach	12
1.8.2	Specific Approaches	12
1.8.2.1	Customer Focus	12
1.8.2.2	Organizational Leadership	13
1.8.2.3	Performance & Effectiveness	13
1.8.2.4	Process Management	13
1.8.2.5	Continual Improvement	14
1.8.3	Preparation	14
1.8.3.1	Document Review	14
1.8.3.2	Process Criteria, Metrics & Objectives	15
1.8.3.3	Previous Audit Findings	15
1.8.3.4	Customer Complaints	15
1.8.3.5	Inputs & Outputs	15
1.8.3.6	Relevant ISO standards	15
1.8.3.7	Metrics & Performance	15
1.8.3.8	Competencies of Personnel	16
1.8.3.9	Linkages & Interactions	16
1.8.4	Conducting Internal Audits	16

1.8.5	Review the Findings	17
1.8.6	Prepare the Report	17

1 Introduction to Internal Auditing

1.1 Purpose of Internal Auditing

Internal auditing aims to assess the effectiveness of your organization's health, safety and environmental management system and your organization's overall performance. Internal audits demonstrate compliance with your 'planned arrangements,' e.g., the health, safety and environmental management system, processes, and documentation are implemented and maintained.

As an auditor, you'll need to gauge how well the management system and its processes function by gathering objective evidence of conformance and performance, or lack thereof. The auditee will often be a process owner; they are the experts of that process and can provide invaluable insight into the mechanics of the process. Begin allocating more time for internal audits:

1. Allocate more time to prepare for the audit;
2. After initial implementation, shift to more process-based assessments;
3. Follow new audit trails and linkages through the processes;
4. Interview Top management in more depth.

Your organization will likely conduct internal audits for one or more of the following reasons:

1. Ensuring compliance with the requirements of internal, international, and industry standards and regulations and customer requirements;
2. To determine the effectiveness of the implemented system in meeting specified objectives (quality, environmental, safety, financial, etc.);
3. To explore opportunities for improvement;
4. To meet statutory and regulatory requirements;
5. To provide feedback to Top management.

In addition to this guidance document, the package contains the following documents, which include essential reports, checklists, trackers, and programmes:

Phase	Document Title	Format	How/when to Use
Planning	Internal Audit Programme	.xlsx	Planning and communicating short and long-range internal audit activities
	Gap Analysis Checklist	.docx	Conducting an initial gap analysis in preparation for full implementation
Doing	Internal Audit Checklist	.xlsx	Conducting compliance to requirements (system) audits to ensure comprehensive coverage
	Process Audit Template	.xlsx	Conducting, noting, and reporting in-depth analysis of individual processes and their linkages
	Supplier Audit Checklist	.xlsx	Capturing compliance information from Suppliers as a basis for selection
Checking	Corrective Action Tracker	.xlsx	Tracking nonconformities that relate to corrective actions and monitoring timely close-out
Acting	Corrective Action Report	.docx	Documenting, problem-solving, and reporting nonconformities and their corrective actions
	Internal Audit Report	.docx	Summarising and reporting internal audit findings to Top management
			Capture opinions, opportunities for improvement, and lessons learned from auditees

4. Actively supports your organization's audit process;
5. Provides a repository for notes collected during the audit process;
6. Ensures uniformity in the performance of different auditors;
7. Provides a reference to objective evidence.

The [Internal Audit Checklist.xlsx](#) will help you to determine the extent to which your organization's health, safety and environmental management system conforms to the requirements by determining whether those requirements have been effectively implemented and maintained. The templates will help you to assess the status of your existing management system and identify process weaknesses to allow a targeted approach to prioritizing corrective action to drive improvement.

The internal audit checklist comprises tables of the certifiable ('shall') requirements, from Section 4.0 to Section 10.0 of ISO 14001 and ISO 45001; each requirement is phrased as a question. This audit checklist may be used for element-based audits and for process audits when filtered. If you wish to create separate process audit checklists, select the relevant clauses and copy and paste the audit questions into a new audit checklist.

Assessing for compliance and effectiveness are both essential for determining integrated management system performance. The internal audit checklist will ensure your audits concisely appraise the management system and processes against the requirements and criteria of ISO 9001:2015 and ISO 14001:2015.					Enter one 'X' into Columns G, H or I. Capture OFIs in Column J.				Identify and discuss the potential root-cause. Use the drop down menu to select the most appropriate cause of the nonconformity.	Provide a reference to the procedures, work instructions, observations, statements, etc. to support EVERY audit finding.	Note any improvement opportunities.
Answer questions 1 to 378 to determine conformance and effectiveness. The internal audit findings are collated and summarized in the 'Audit Results Summary' worksheet.					Audit Findings						
Clause	Clause Title	Q#	Sci	Requirements/Questions	Conform	Minor NC	Major NC	OFI	Possible Root-cause	Audit Evidence & Notes	O
4.1	Organizational Context	1	Q+E	Has your organization determined external and internal issues relevant to its purpose and its strategic direction that affect its ability to achieve the intended result(s) of its EQMS management system?	X						
4.1	Organizational Context	2	Q+E	Does your organization monitor and review information about these external and internal issues?		X					
4.2a	Relevant Interested Parties	3	Q+E	Does your organization determine the interested parties and workers that are relevant to the EQMS management system?	X			X			
4.2b	Relevant Interested Parties	4	Q+E	Does your organization determine the requirements of these interested parties and workers that are relevant to the EQMS management system, which may include regulatory requirements, local, regional or global environmental conditions that can affect, or be affected by, your organization?	X				Human - Inadequate management involvement		
4.2c	Relevant Interested Parties	5	E	Does your organization determine which of those requirements are to be managed as a compliance obligation or legal requirement in order to mitigate adverse risk or exploit beneficial opportunities that can be integrated into the operational planning of the EQMS management system?	X						
4.3	Management System Scope	6	Q+E	Does your organization determine the boundaries and applicability of the EQMS management system to establish its scope?	X						
4.3a	Management System Scope	7	Q+E	When determining this scope, has your organization considered the external and internal issues referred to in 4.1?	X				Process - Document or instruction gap, revision needed		
4.3b	Management System Scope	8	Q+E	When determining this scope, has your organization considered the requirements of relevant interested parties referred to in 4.2?	X						
4.3c	Management System Scope	9	Q+E	When determining this scope, has your organization considered all relevant products, services and work-related activities, functions and physical boundaries to the EQMS management system?	X						
				When determining this scope, has your organization considered its activities, products, services and work-related activities and related product lifecycles, such as:							

We have provided you with a master [Internal Audit Checklist.xlsx](#) that integrates the requirements of ISO 14001 and ISO 45001 and presents them as questions. We suggest you make copies of the Internal Audit Checklist.xlsx and create one workbook for each process you identified earlier using the [Process Matrix & Application.xlsx](#). You can filter or delete the internal audit checklist questions to show those that apply to each process.

Auditors should not necessarily expect to find a documented internal audit procedure in place. However, they must be able to access documented information confirming the implementation of an audit programme by the organization. Documented information must also be available to evidence the results of audits.

1.6.2 Audit Scoring Criteria

A risk-based internal audit approach allows the internal audit to concentrate on reviewing the major risks to the organization. The audit's role is to provide assurance that key risks to the organization's objectives are being well controlled.

The audit findings' traffic lights' are intended to visually communicate the risk posed by the audit finding of any system or processes being audited. The rating system is stratified from 'compliant' to 'major nonconformance' to convey a concise and consistent method for scoring each audit finding.