CERTIFICATION SYLLABUS

ISO 9001: Quality Management Systems Internal Auditor

Exam Code: CQIA™



A complete preparation guide covering exam objectives, core competencies, domain weightage, and topics to prepare.

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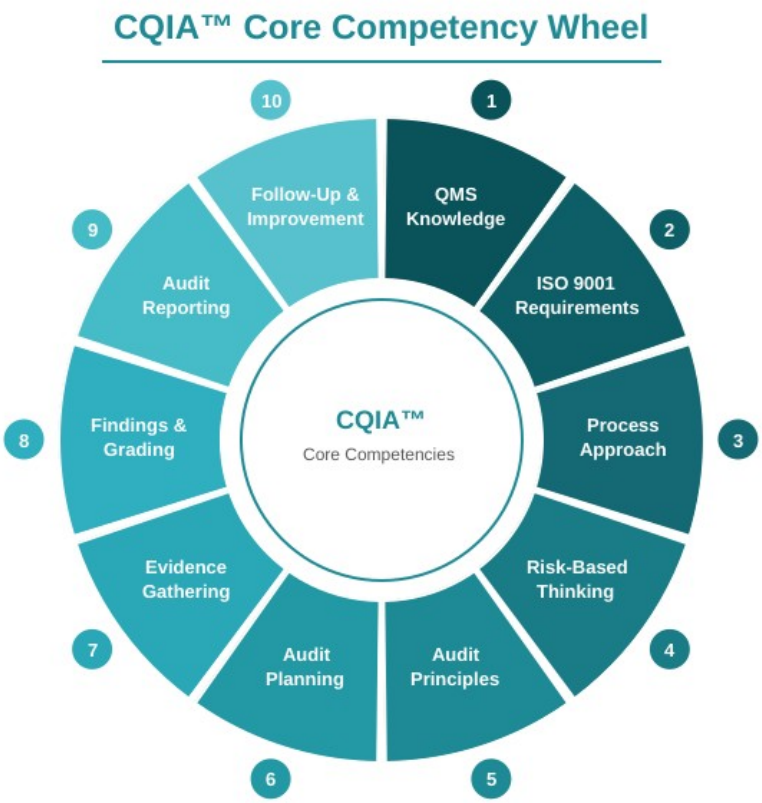
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Objective of the Certification

- **Validate internal audit competence for a QMS:** the ability to plan and perform internal audits of a Quality Management System (QMS) against ISO 9001:2015.
- **Build knowledge of ISO 9001:2015:** the requirements in clauses 4 to 10 and the quality management principles.
- **Apply audit principles:** use the guidance in ISO 19011 (guidelines for auditing management systems).
- **Audit the process approach:** evaluate processes, their interactions, inputs and outputs, and performance indicators.
- **Assess risk-based thinking:** evaluate how the organization identifies and addresses risks and opportunities.
- **Gather and evaluate objective evidence:** use interviews, document review, and observation to reach sound audit conclusions.
- **Write clear findings:** raise and classify nonconformities and opportunities for improvement.
- **Verify corrective action:** confirm that the root cause is addressed and that actions are effective.
- **Support certification readiness:** help the organization prepare for external certification and surveillance audits.
- **Uphold professional conduct:** apply objectivity, independence, confidentiality, and integrity.

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Core Competencies — CQIA™ (ISO 9001: Quality Management Systems Internal Auditor)



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- **Quality management knowledge:** explain the quality management principles, key terms, and the purpose of a QMS.
- **ISO 9001 requirements:** interpret clauses 4 to 10 and identify the evidence that shows conformity.
- **Process approach:** audit processes, process owners, interactions, and indicators.
- **Risk-based thinking:** evaluate how risks and opportunities are determined and addressed.
- **Audit principles and ethics:** apply integrity, impartiality, confidentiality, and professional skepticism.
- **Audit planning:** define scope, criteria, and objectives, and prepare the audit plan and checklists.
- **Evidence gathering:** collect objective evidence through interviews, observation, and sampling.
- **Findings and grading:** write conformity statements, nonconformities, and opportunities for improvement.
- **Audit reporting:** present findings at the closing meeting and prepare a clear audit report.
- **Follow-up and improvement:** evaluate corrective action and support continual improvement.

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Who Should Take This Certification

- Quality assurance, quality control, and QMS staff who audit against ISO 9001.
- Internal auditors who want a recognized credential in quality management system auditing.
- Quality managers and process owners who support or prepare for audits.
- Supplier quality and compliance professionals who evaluate supplier systems.
- Consultants and implementers supporting organizations preparing for ISO 9001 certification.
- Graduates and early-career professionals aiming for a career in quality management or auditing.

Exam Information

Exam Name	ISO 9001: Quality Management Systems Internal Auditor
Exam Code	CQIA™
Exam Format	Multiple Choice Questions (MCQ), including scenario-based questions
Duration	90 minutes
Number of Questions	60
Passing Score	70%
Mode of Exam	Test Center Based Testing / Online Testing
Language	English
Validity	Lifetime
Open Book	No

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Examination Domain & Weightage

Domain	Weightage
QMS Fundamentals & Quality Management Principles	15%
ISO 9001:2015 Requirements (Clauses 4–10)	25%
Process Approach & Risk-Based Thinking	20%
Audit Principles, Ethics & Auditor Roles	10%
Audit Planning, Execution & Evidence Gathering	15%
Audit Reporting, Nonconformities & Follow-up	10%
Preparing for External Audits & Continual Improvement	5%
Total	**100%**

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Topics to Prepare — CQIA™ (ISO 9001: Quality Management Systems Internal Auditor)

The topics below represent the core areas candidates should focus on for each domain, reflecting the internal auditor-level depth expected at the CQIA™ level.

1. QMS Fundamentals & Quality Management Principles (15%)

- **Core concepts:** quality, quality management system, process, customer, interested party, and conformity.
- **Seven quality management principles:** customer focus, leadership, engagement of people, process approach, improvement, evidence-based decision-making, and relationship management.
- **ISO standards:** ISO 9000 (fundamentals and vocabulary), ISO 9001 (requirements), and ISO 19011 (auditing guidelines).
- **PDCA cycle:** Plan-Do-Check-Act applied to processes and the QMS.
- **Structure:** the common high-level structure (clauses 1 to 10) of ISO 9001:2015.
- **Certification:** the difference between internal, supplier, and third-party certification audits.

2. ISO 9001:2015 Requirements (Clauses 4–10) (25%)

- **Clause 4, Context:** internal and external issues, interested parties, QMS scope, and processes.
- **Clause 5, Leadership:** commitment, customer focus, quality policy, roles, and authorities.
- **Clause 6, Planning:** risks and opportunities, quality objectives, and planning of changes.
- **Clause 7, Support:** resources, monitoring and measuring resources, competence, awareness, communication, and documented information.
- **Clause 8, Operation:** operational planning, customer requirements, design and development, external providers, production and service provision, release, and nonconforming outputs.
- **Clause 9, Performance evaluation:** customer satisfaction, analysis and evaluation, internal audit, and management review.
- **Clause 10, Improvement:** nonconformity and corrective action, and continual improvement.

3. Process Approach & Risk-Based Thinking (20%)

- **Process approach:** inputs, outputs, activities, resources, owners, and interactions.
- **Process performance:** indicators, targets, and monitoring and measurement.
- **Process audit techniques:** tracing, following process flow, and linking evidence to requirements.

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- **Risk-based thinking:** determining and addressing risks and opportunities in planning and operation.
- **Effectiveness:** how to judge whether a process achieves its intended results.

4. Audit Principles, Ethics & Auditor Roles (10%)

- **Audit principles:** integrity, fair presentation, due professional care, confidentiality, independence, evidence-based approach, and risk-based approach.
- **Auditor behavior:** ethical conduct, objectivity, and professional skepticism.
- **Roles:** audit program manager, audit team leader, auditor, auditee, and guide.
- **Competence:** knowledge and skills for internal auditors, and independence from the area audited.
- **Related guidance:** ISO 19011 and ISO/IEC 17021-1 for certification audits.

5. Audit Planning, Execution & Evidence Gathering (15%)

- **Audit program:** frequency and scope based on importance of processes, changes, and past results.
- **Audit plan:** objectives, scope, criteria, schedule, and team.
- **Opening meeting:** confirming scope, plan, and communication.
- **Evidence gathering:** interviews, observation, and examination of records and documents.
- **Sampling:** selecting representative samples and recognizing the limits of sampling.
- **Verification:** evaluating evidence against criteria and corroborating it.

6. Audit Reporting, Nonconformities & Follow-up (10%)

- **Findings:** conformity, nonconformity, and opportunities for improvement.
- **Classifying nonconformities:** major and minor, and how severity is judged.
- **Writing findings:** requirement, objective evidence, and statement of nonconformity.
- **Closing meeting and report:** presenting conclusions and the content of the audit report.
- **Corrective action:** containment, correction, root cause analysis, and verification of effectiveness (clause 10.2).

7. Preparing for External Audits & Continual Improvement (5%)

- **Certification audits:** stage 1, stage 2, surveillance, and recertification at a basic level.
- **Readiness:** using internal audit results and management review to prepare.
- **Improvement:** using audit results, customer feedback, and data to drive improvement.
- **Related standards:** relationship of ISO 9001 to ISO 9004 and sector requirements.

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