ABSTRACT

The ISO 9000 standards are treated as a set of international quality management standards and guidelines. They have earned a global reputation as the basis for establishing quality management systems. It has been widely acknowledged that ISO 9002 enhances the efficiency of the organization, its operations and economic performance.

ISO 9000 quality system is comprised of many of quality elements. One of the quality element is Internal Quality Audit, element 4.17. A quality system audit is defined as a systematic and independent examination used to determine whether quality activities and related results comply with planned arrangements and whether these arrangements are implemented effectively and are suitable to achieve objectives.

The effectiveness of the Internal Auditing system is usually a barometer of how committed the organization is to its Quality Management System. Well-performed audits and rapid response to deficiencies generally indicates an effective and widely respected Quality Management System that is actively working to improve business performance.

The internal audit approached is proposed as an alternative for current Internal Quality Audit approach. This approach has a planning, implementing and post audit activities as ISO 9002’s IQA approach. The difference of the approach appear in scope of the objective, tools and technique used in the audit.

This proposed internal audit approach could to improve the quality of internal quality audit. Better planning and maximizing the effectiveness of audit tools can eliminate lack of Resources, lack of Knowledge, and improve audit tools effectiveness. Although the time to execute the internal quality audit will remain the same. This approach will improve effectiveness of the quality of audit result.

Keyword: Audit