

## Course Agenda

<b>Day 1 Course Topics</b>
<b>Start – Day 1</b>
<b>Topic 1 – Introductions and Course Objectives</b>
<b>Topic 2 – SEMP Background</b>
Describes SEMP, the Green Plan Policy, and the registration of the Maintenance Organization to the ISO 14001 standard. Identifies the environmental improvement focus areas established for Maintenance Operations.
<b>Observation Exercise – Non-01 Stockpiles</b>
<b>Topic 3 – Key Definitions</b>
Describes the common definitions related to auditing an environmental management system.
<b>Break</b>
<b>Topic 4 – Roles and Responsibilities of an Internal Auditor</b>
Explains the auditor's role in maintaining SEMP in the Maintenance Districts and for ISO registration. Describes general knowledge and skills required of an internal auditor
<b>Exercise – Interviewing Skills</b>
<b>Topic 5 – Interviewing Skills</b>
Discusses how to prepare for and conduct an interview. Reviews skills necessary to conduct an effective interview and the qualities of a good interviewer. Discusses attendee's impressions of interviewing each other during the exercise.
<b>Lunch</b>
<b>Observation Exercise – Garages</b>
<b>Topic 6 – Introduction to Auditing and the Audit Cycle</b>
Provides an overview of the internal audit process, how audits are used and what they evaluate. Reviews the audit cycle and describes how to prepare for an audit, how audits are planned, how to conduct an audit, the information provided in the audit report, and the corrective action process.
<b>Break</b>
<b>Topic 7 – Questioning Techniques</b>
Discusses how to ask questions during the interview process. Reviews the different types of questions and how to effectively use them to gather information and evidence for the audit.
<b>Exercise – Preparing a Successful Audit Checklist</b>
<b>Recap and Day 2 Planning</b>
<b>Adjourn</b>

<b>Day 2 Course Topics</b>
<b>Start – Day 2</b>
<b>Recap/Q&amp;A from Day 1</b>
<b>Interviewing Skills – Exercise Review</b>
<b>Topic 8 – Document and Records Review</b>
Describes how the review of documents and records is critical to the gathering of objective evidence for the audit. Discusses the difference between documents and records.
<b>Exercise – What to Look for in Audit Records</b>
<b>Break</b>
<b>Observation Exercise – 01 Yards</b>
<b>Exam</b>
<b>Lunch</b>
<b>Prepare for Practice Audit</b>
Review practice audit schedule, set audit teams and team leaders, and provide directions to the facility to be audited.
<b>Convene at Facility for Practice Audit. Conduct Mock Entrance Meeting.</b>
Describe the process for conducting and documenting entrance meetings.
<b>Practice Audit</b>
Utilize auditing skills and develop auditing techniques.
<b>Practice Audit (continued) – Daily Team Meeting</b>
Review initial findings, identify additional information needed, and plan follow-up activities needed to gather evidence to make decisions and identify audit findings.
<b>Practice Audit Completion</b>
<b>Break</b>
<b>Team Prep for Closing Meeting</b>
Identify positive practices, nonconformances, and opportunities for improvement. Develop auditor skills on how to evaluate evidence for findings.
<b>Conduct Mock Closing Meeting</b>
Describe the process for conducting and documenting exit meetings. Develop skills on how to present audit findings.
<b>Review/Recap and Course Review/Comments</b>
<b>Adjourn</b>