MERCURY

Quality Audit Report Writing and Corrective Action Course

5 – 9 April 2027
Rome (Italy)



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Quality Audit Report Writing and Corrective Action Course

Ref: 15121_1077059 **Date:** 5 – 9 April 2027 **Location:** Rome (Italy) **Fees:** 6200 Euro

Quality Audit Report Writing and Corrective Action Course is a 1-week auditor course for internal auditors and audit team leaders who must turn audit evidence into clear findings and follow them through to closure. You write nonconformity statements, rate their risk, draft the audit report and verify corrective action, and you take back an Audit Reporting Toolkit. Mercury Training Center delivers this quality audit report writing course.

About This Course

Many internal audits end in vague findings that auditees dispute, reports nobody reads and corrective actions that treat symptoms and then repeat. To follow the course you should already take part in internal audits or handle audit findings. You practice by rewriting weak findings, drafting reports and testing whether actions really worked.

Who It Is For

- Internal auditors who collect evidence and record findings during audits.
- Audit team leaders who write and present the final audit report.
- Process owners who answer findings and carry out corrective actions.
- Compliance staff who track open findings and verify their closure.
- Supervisors who host audits and brief their teams on results.

This course is not for readers who need to design and roll out an organization-wide excellence or TQM framework, who are better served by an implementation course on that subject, nor for those seeking lead auditor training for external certification audits, who suit a dedicated lead auditor course.

Competencies You Will Build

- Evidence-Based Findings: you link every finding to an observed fact and the requirement it breaks.
- Nonconformity Statement Writing: you write three-part statements of requirement, evidence and gap that auditees accept.
- Risk Rating of Findings: you grade findings as major, minor or observation and order corrective action by risk.
- Audit Report Drafting: you produce short reports with an executive summary, conclusions and a findings table.
- Root Cause Analysis: you lead why-why and cause-and-effect sessions with auditees to reach the real cause.
- Effectiveness Verification: you test whether a corrective action removed the cause before closing it.

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What You Will Be Able to Do

By the end of the course you will be able to:

- Using ISO 19011 guidance, plan the reporting stage of an audit and decide what each finding must contain.
- Given audit notes and checklists, separate conformity, nonconformity and opportunities for improvement.
- From a set of weak findings, rewrite each as a clear, evidence-based nonconformity statement.
- Given a draft report, cut it to an executive summary, findings table and conclusions a senior reader can act on.
- Using an auditee's response, judge whether the root cause and planned action are adequate.
- From follow-up evidence, decide whether to close, extend or escalate a finding.

Course Content

Day 1: Audit Evidence and Findings

- ISO 19011 Principles for Audit Evidence and Conclusions
- Audit Checklists and Turtle Diagrams for Process Audits
- Objective Evidence Versus Opinion in Interview Notes
- Classifying Conformity, Nonconformity and Opportunities for Improvement
- Linking Findings to ISO 9001 Clauses and Internal Procedures

Day 2: Writing Nonconformity Statements

- Three-Part Statement: Requirement, Evidence and Gap
- Major, Minor and Observation Grading Criteria
- Risk Rating Matrix for Prioritizing Findings
- Plain Language and Neutral Tone in Audit Findings
- Rewriting Vague Findings Into Verifiable Statements

Day 3: The Audit Report

- Audit Report Structure: Scope, Criteria, Summary and Conclusions
- Executive Summary Writing for Senior Readers
- Findings Tables, Pareto Charts and Trend Views Across Audits
- Closing Meeting Presentation and Handling Disputed Findings
- Report Review, Approval and Distribution Rules

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Day 4: Root Cause and Corrective Action

- Correction Versus Corrective Action Under the PDCA Cycle
- Why-Why Analysis and Cause-and-Effect Diagrams With Auditees
- Corrective Action Plan Review: Owners, Dates and Measures
- Effectiveness Verification Methods and Follow-Up Audits
- Finding Log and Closure Tracking for Repeat Issues

Day 5: Practice Building the Audit Reporting Toolkit

- Exercise: Rewriting Weak Findings From a Purchasing Audit
- Exercise: Grading and Rating a Set of Production Findings
- Exercise: Drafting the Executive Summary for a Service Audit
- Exercise: Verifying Corrective Action on a Repeat Finding
- Completing the Audit Reporting Toolkit for Your Audit Function

Case Studies and Exercises

These are suggested activities.

- Case study: a manufacturing plant receives the same calibration finding in three audits; you trace why earlier actions failed and set a new verification step.
- Case study: a hospital department disputes an audit finding at the closing meeting; you decide whether the evidence supports it and rewrite it.
- Exercise: a logistics company's audit report runs to many pages with no summary; you cut it to a one-page summary and findings table.
- Exercise: a bank's branch audit lists findings without grades; you rate each by risk and order the corrective actions.

What You Take Back

The Audit Reporting Toolkit is the set of templates you complete for your own audit function during the course. In your first month back, you use it on your next internal audit to write the findings, draft the report and review the auditee's corrective action plan.

- A nonconformity statement template with grading criteria.
- A risk rating matrix for findings.
- An audit report template with an executive summary.
- A corrective action review and closure checklist.

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Quick Answers FAQ

What should I know before quality audit report writing training?

You should already take part in internal audits or respond to audit findings, and know the main requirements of the management system you audit. No writing background is needed.

How does quality audit report writing training differ from a TQM implementation course?

It concentrates on the auditor's output: findings, reports and the follow-up of corrective action. TQM implementation courses cover quality philosophies, excellence frameworks, Lean and Six Sigma and how to roll them out.

How do you write a good nonconformity statement in a quality audit?

State the requirement, the objective evidence you saw and the gap between them, in plain neutral words. Avoid opinions and solutions, and make the statement specific enough that another auditor could verify it later.

What do I take back from the Quality Audit Report Writing and Corrective Action Course?

You take back the Audit Reporting Toolkit: a nonconformity statement template, a risk rating matrix, an audit report template and a corrective action closure checklist.

For Your Manager

After the course, the team member can write evidence-based findings, grade them by risk, produce short audit reports and check that corrective actions remove root causes. They return with an Audit Reporting Toolkit for the audit function, first used on the next scheduled internal audit and its follow-up.