



Session objectives

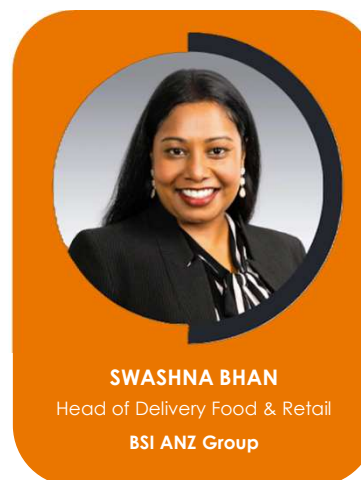
By the end of this webinar, you should be able to:

1. Build targeted audit trails using a process-based scope.
2. Write actionable, evidence-based findings using the 4C's.
3. Drive measurable improvement by designing meaningful effectiveness checks.

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Introducing speakers



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About BSI Services and Solutions



Knowledge Solutions



- Creation and sharing of standards
- Information Solutions



Assurance Services



- Systems Certification
- Internal and Supplier Audits
- Training



Regulatory Services



- Medical Devices
- Artificial Intelligence
- Product Certification



Consulting Services



- Assessment
- Advice
- Implementation
- Continual Improvement

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BRCGS

What's your biggest challenge with internal audits?

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BRCGS



Audit-Ready

- Covering clauses instead of processes
- Interrogating for yes/no answers
- Closing non-conformance reports (NCRs) that just reopen next month

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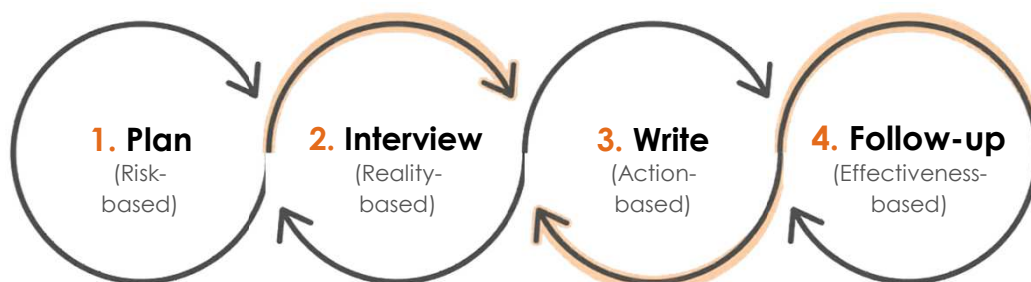


Improving

- Evaluating system effectiveness
- Investigating to learn reality
- Verifying systemic root causes to eliminate recurring issues



Auditing for improvement framework



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A good plan focuses effort where failure matters
and where learning is highest.

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Plan on Risk, Not Just Compliance



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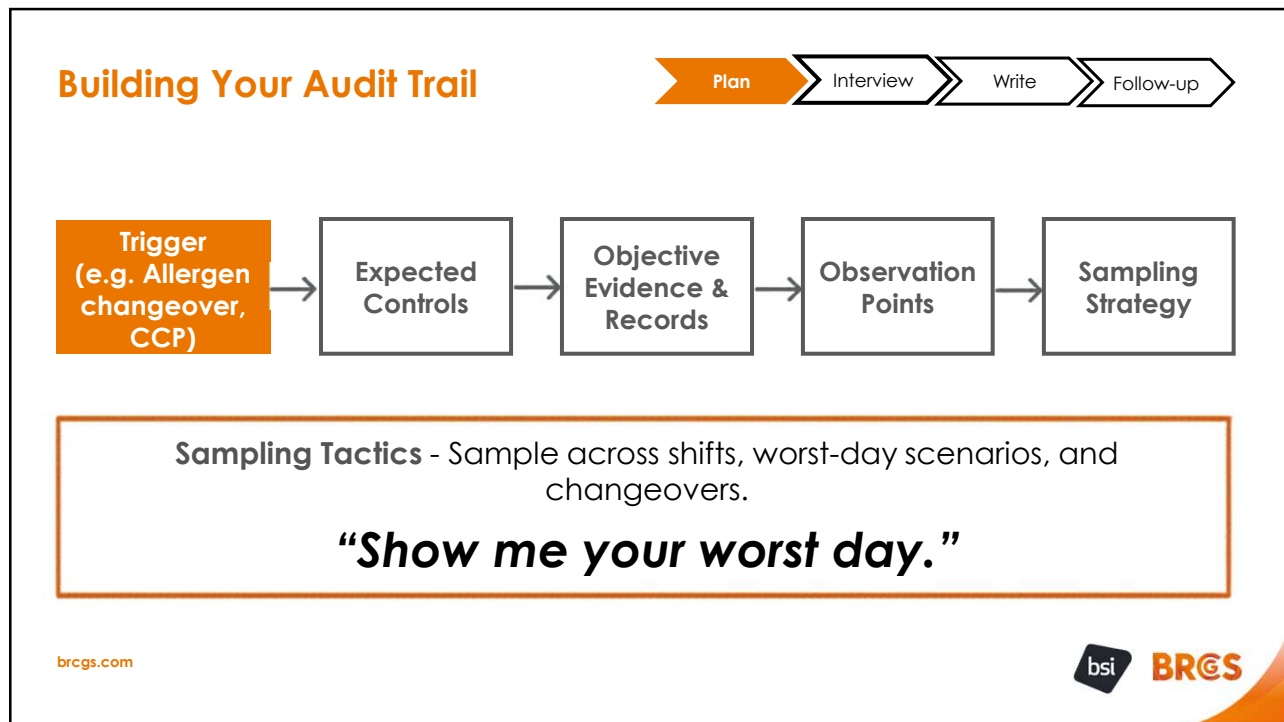


Objective: Verify implementation + Evaluate effectiveness.

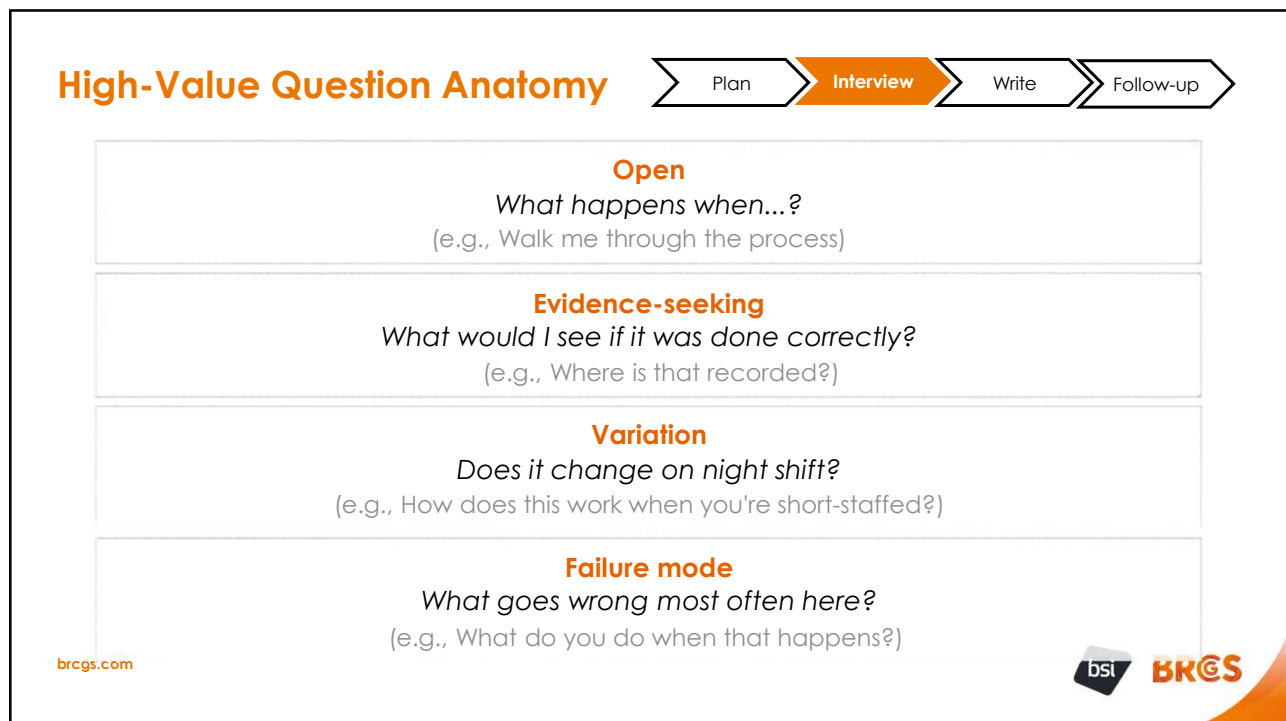
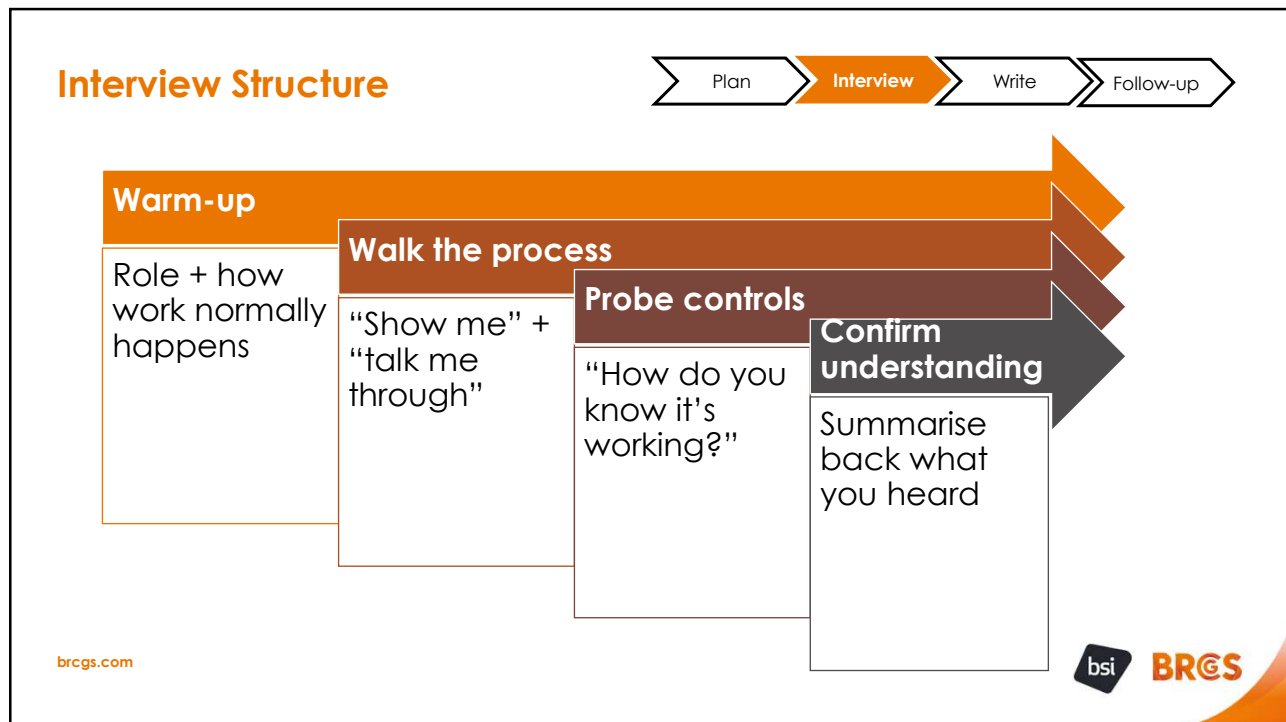
Scope Smartly: Process-based (end-to-end) over Clause-based checks. Focus heavily on interfaces (e.g., QA ↔ Production handoffs).

Target Effort: Focus where failure matters (Customer complaints, rework, downtime, training gaps).





Great auditors don't interrogate—they investigate and learn.



Interrogator V Investigator



The Interrogator

Uses closed questions.

Focuses on placing blame.

Example: "Did you do this?"

The Investigator

Uses **open, exploratory** questions.

Focuses on the **system** and **process**.

Example: "Help me understand how you do this..."

Separate the person from the process. Handle defensiveness with neutral language.

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If a finding isn't clear and actionable, it won't improve anything.

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The 4C's Diagnostic Checklist



Clear

Written in plain language, avoiding internal jargon.

Correct

Directly linked to a specific requirement and backed by evidence.

Complete

Includes the Who, What, Where, When, and Objective Evidence.

Constructive

Points to the breakdown in the system, not the failure of the person.

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Evidence Phrasing Transformation



Avoid:

Staff not trained properly.

Too vague, blames the person,
lacks evidence



Good:

On **Line 2** at **10:15**, label
reconciliation record for **Product X**
was incomplete (missing check of
roll change).

- **Conformity Statement:** What you saw that works
- **Opportunity for Improvement (OFI):** Risk or inefficiency, but not a direct violation.
- **Nonconformity (NC):** Specific requirement not met + objective evidence.

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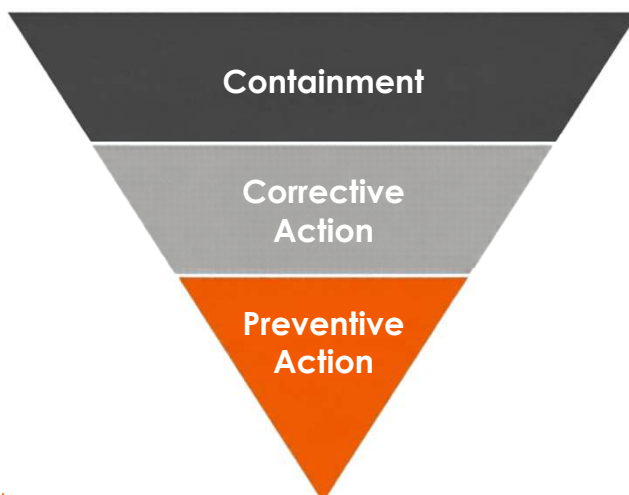


Improvement happens after the audit—when actions are verified for effectiveness.

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The CAPA Funnel



The immediate, surface-level fix.
(e.g., cleaning the spill, retraining the operator).

Fixing the specific broken process.
(e.g., updating the specific SOP).

The systemic root cause. (e.g., overhauling the training system, changing maintenance planning, **fixing supervisory workloads**).

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The Missing Step: Effectiveness Checks



Define what “fixed” looks like in measurable terms before closing the loop.

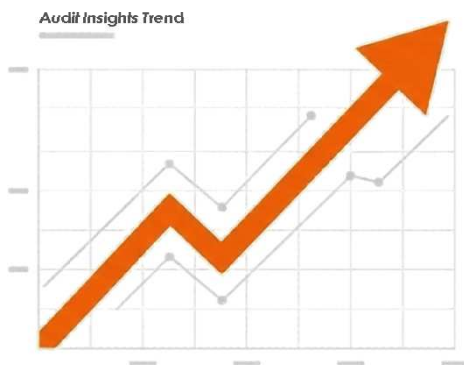
Re-audit the risk point. Don't just review the paperwork.

Look for leading indicators to verify the fix stuck (e.g., fewer label holds, fewer deviations, reduced rework).

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Closing the Loop with Leaders



- Trend themes across multiple audits. Identify the top 3 recurring systemic issues (e.g., document control, resource allocation).
- Convert audit outputs into quarterly improvement priorities for the management team.

Takeaway: Audits are not just compliance reports; they are strategic business intelligence.

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Key takeaways

1	An internal audit is a risk-based investigation, not a checklist exercise
2	Your questions should reveal how the system performs under pressure.
3	A finding must be evidence-based and lead to verified improvement.

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What is the one thing you will change in your next internal audit?

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Got a question?



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Internal Auditor Training



Classroom Learning

Virtual and in-person classroom learning

Putting you at the forefront of today's standards.

The BRCGS Academy has been delivering classroom training courses focused on the BRCGS Global Standards for over twenty years. We have an experienced expert team dedicated to creating and delivering interactive courses that enable you to consolidate and apply your learning, whether you attend in person or virtually.

Our classroom courses provide an in-depth understanding of the requirements of our global standards including hazard and risk management, product safety management and culture. Our training goes beyond the theory, giving you valuable real-world insights through the use of case studies and scenarios. We provide high-quality, consistent training and development at every level of your organisation, anywhere in the world.

- Network with peers and share ideas with others in a similar position
- Learn from the experts and active practitioners in the sector
- Gain practical and real-life insight into the standards to help you maintain compliance
- Enjoy the same content and interactive delivery whether you join our classroom in person or virtually

Our courses are delivered globally and through our approved partner network, which operates across 47 countries, you will find training options available for most regions, languages and locations.

Internal Auditor - 2 day

Standard:	Product Safety Management
Formats Available:	Classroom, Virtual Course
Duration:	2 days

[Download programme](#)

Aimed at

- Technical Managers and personnel
- Quality Managers and personnel
- Operations Managers
- Internal audit personnel

✓ Industry recognised
✓ BRCGS professional recognition programme

This two-day course will enable you to undertake internal audits and prepare companies for third party audits. It is delivered through a series of workshop-led discussions, presentations and an interactive case study. During the live case study, you will be given feedback and support to enable you to carry out an audit at your own workplace.

You will be assessed throughout the course (50%) and you will also need to undertake a workplace audit and submit an audit report for assessment (50%). You will need to gain a 75% pass for this assessment.

This course is part of the **BRCGS Professional recognition programme**.

At the end of the course, you will:

- Understand the roles and responsibilities of auditors
- Be able to plan and conduct an internal audit
- Know how to write concise, accurate and factual audit reports
- Be able to undertake audit follow-up activities

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Save the date



Wednesday 24th June 2026

12pm – 1pm

**Closing nonconformities
Properly**

[REGISTER HERE](#)

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BSI contact details



Founded in
1901

70,000
clients

164,000
delegates trained
in 2024

6,674
colleagues

Clients in
195 countries

242,945
audit days in 2024

Suite 6.02, Level 6,
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North Sydney NSW 2060

Phone: 1300 730 134

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BRCGS contact details

Our Standards

- Agents and Brokers
- Consumer Products
- Ethical Trade and Responsible Sourcing
- Food Safety
- Gluten Free Certification
- Packaging Materials
- Plan-Based Certification
- Retail
- START Food Safety
- Storage and Distribution

Digital Solutions

- Directory Pro
- Food Safety Culture Excellence

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What does BRCGS Professional mean for you?



Individual

- My product safety management skills are globally recognised.
- My personal achievement can be easily demonstrated and verified.
- I am part of one of the largest product safety communities in the world with over 13,000 members.



Companies

- We can show our customers evidence of our commitment to product safety.
- It helps us to protect our brand.
- Our investment in staff training puts us ahead of our competitors.



Customers

- We can be assured we are working with the best suppliers.
- We can market our proactive approach to product safety to consumers.

BRCGS Professional is a learning programme which will give you international recognition for the key skills and knowledge essential for product safety management.

BRCGS
PROFESSIONAL



Why become a BRCGS Professional?

As a BRCGS Professional you will be well-equipped to manage any Standard in your business – including those recognised by the Global Food Safety Initiative (GFSI) – and able to implement or manage product safety systems.

BRCGS is respected for quality and brand protection assurance, and is the leading provider of GFSI recognised Standards globally.

This training programme has been designed by the BRCGS Technical team in response to demands from industry for training on the skills necessary to implement effective product safety management.

Gaining certification as a BRCGS Professional will:

- enhance your understanding of product safety management;
- enable you to apply skills to reduce risks associated with product safety;
- enable you to contribute as part of the brand protection team your company needs; and
- raise your status as a valuable employee.



What courses are included in the programme?

You must complete and pass ONE of the following courses relevant to a BRCGS:

- Sites training (2 days) OR
- Auditor training (3 days) OR
- Lead auditor (5 days) OR
- Conversion course to the current issue of the Standard.

PLUS ONE of the following from the BRCGS Academy or other training provider:

- HACCP course (2 days)
- Effective Hazard and Risk Analysis course (2 days)
- HARPC course (2 days)
- FSPCA PCQI/FSMA course (2.5 days)

PLUS THREE of the following BRCGS Academy courses:

- Risk assessment (1 day)
- Root cause analysis (1 day)
- Validation and verification (1 day)
- Internal auditor (2 days)
- Vulnerability Assessment for Food Fraud (one day)

All courses completed must be classroom-based.

On completion of the required courses, you will be awarded with a BRCGS Professional certificate and an electronic open badge for use on emails and LinkedIn.



Who is it for?

All technical and product safety personnel who are employed at a BRCGS certificated site.

If you're unsure if you're employed at a certificated site, please contact us and we can help you.

The courses are subject-specific, train the core skills needed for any product safety individual, and will also help with maintaining any GFSI-recognised certification scheme.



Where are the courses run?

Courses are run by the BRCGS Academy and via the BRCGS Approved Training Partners (ATPs) global network. They can be attended either virtually or in face to face classroom environments. All courses and ATPs are listed at www.brcgs.com/training

When registering for your course, it is essential to ensure your trainer is a BRCGS ATP, as only BRCGS Academy courses will be accepted for this programme (with the exception of HACCP, HARA, HARPC, and FSPCA PCQI/FSMA courses).



What is included in my membership?

Membership of the programme includes access to our learning management system BRCGS Educate where you can register for, and keep track of, your chosen courses, and access certificates of any completed courses.

Upon completion of the BRCGS Professional programme, you will gain verifiable BRCGS Professional credentials through our external badging platform Diplomasafe, as well as access a listing on the BRCGS Professional Directory. Other exclusive benefits include webinars, BRCGS Professional Microlearning, a regular BRCGS Professional newsletter, and discounts on BRCGS Academy training and BRCGS events.

Please note that course fees are additional and will vary depending on your provider.



How long does it take?

The total programme would take 8–9 days to complete, however courses can be completed in any order, and at times and dates to suit over the course of the year.



How do i join the programme?

Email the BRCGS Academy team at brcgs.professional@lgcgroup.com to enrol today.

Exclusive Benefits for BRCGS Professionals

BRCGS 
PROFESSIONAL

The BRCGS Professional scheme is a global learning and development that teaches you to implement, maintain and embed BRCGS Standards. Upon graduation, you have access to a number of exclusive benefits to help you remain at the forefront of the industry.



VERIFIABLE CREDENTIALS

You will be issued a BRCGS Professional certificate that is verifiable via a QR code and URL, along with a badge that can be downloaded and used on your social media, or email signature.



MICROLEARNING ACCESS

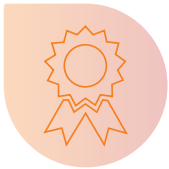
You can learn on the go with your FREE access to the BRCGS Microlearning app. Full of bite-sized courses, you can choose from a wide range of topics related to technical and soft skills that can be watched on a desktop or your mobile device.



GLOBAL COMMUNITY FOR PROFESSIONAL NETWORKING

Being part of our ever-growing network of worldwide BRCGS Professionals, you will be invited to join our BRCGS Professional networking events. These events are a great opportunity to meet likeminded individuals from different companies across the industry, to both widen your professional network and expand your knowledge.

“Stay up to date with the industry and ensure your professional development continues after graduation”.



ELIGIBILITY FOR 'PROFESSIONAL OF THE YEAR' AWARD

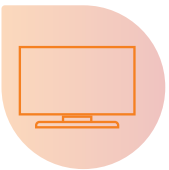
You can nominate either yourself or a BRCGS Professional colleague for the 'Professional of the Year' award at both BRCGS Connect Europe and BRCGS Connect Americas.



OPPORTUNITY TO SHOWCASE ACHIEVEMENT

The BRCGS Professional Directory showcases all graduated BRCGS Professionals to celebrate your success. It also provides a further point of verification of your credentials for greater assurance, and increases visibility of graduated professionals for further opportunities to grow your professional network.

Upon graduating, you will be offered the opportunity to publish a Success Story about your experience of becoming a BRCGS Professional. This will be showcased on the BRCGS website and across our social media.



ACCESS TO EXCLUSIVE CONTENT SUCH AS WEBINARS, NEWSLETTERS

Every quarter you will be sent a quarterly newsletter containing all the latest and relevant news, along with exclusive webinars hosted by range of subject specialists.



DISCOUNTS ON EVENTS AND TRAINING

You're eligible to receive discounts on BRCGS courses and events, with up to 20% off of event tickets.

You will also receive a 20% off annual membership from the Ontario Food Protection Association (OFPA). The OFPA is proudly affiliated with the International Association of Food Protection (IAFP) and their mission is to "represent industry, government and academia by bringing professionals together in a forum to promote, educate and communicate innovation in food safety." Some of the benefits include access to events, awards, and scholarship opportunities.

For further questions, please email:

brcgs.professional@lgcgroup.com

