

## **Summary of the changes within ISO 19011:2011**

ISO 19011 has been revised to provide persons involved in management system auditing with good audit practice guidance relevant to today's environment where many organizations operate a management system covering multiple disciplines, for example quality, environment, occupational health and safety and information security etc.

A brief summary of the changes are:

1. The **Principles of auditing** on which the guidance is based have been revised and expanded to include the new principle of 'Confidentiality – security of information'. A principle that requires auditors to be prudent in the use and protection of information acquired in the course of their duties.
2. **Managing an Audit Program and Performing an Audit.** sections are updated to reflect current thinking and in parts expanded significantly. These sections provide detailed guidance; intended to be used flexibly according to the size, level of maturity of an organization's management system, the nature and complexity of the organization to be audited. The concept of risk in auditing is introduced.
3. **Competence and evaluation of auditors** recognizes that education, work experience, training and audit experience are enablers to competence, which ISO 19001:2011 and ISO 17021:2011 define as 'ability to apply knowledge and skills to achieve intended results'.

### **Detailed review:**

1. **Scope** – no significant changes.
2. **Informative references** – previous reference to terms and definitions given in ISO 9000 (QMS) and ISO 14050 (EMS) deleted.
3. **Terms and definitions** – definitions for Observer and Guide is introduced and definition for Risk added. The term risk is used in ISO 19011:2011 in context of "risk-based auditing" and also "audit program risks". The definition of competence is revised and although the change in wording appears slight it requires organizations to determine competence to achieve intended results.
4. **Principles of Auditing** added one principle (from 5 to 6).
5. **Managing an audit program** – Considerable revision. Clarity of the guidance has been improved, structuring the section to follow a process flow.
6. **Performing an audit** – As with section 5, the guidance has been improved and in parts more detail is given. The section is structured to follow the audit process flow, which is largely as it was presented in ISO 19011:2002.

7. **Competence and evaluation of auditors** – Some significant changes have been introduced, as would be expected given that ISO 19011:2011 addresses auditing management system covering multiple disciplines. Annex A provides illustrative examples of discipline-specific knowledge and skills of auditors and Annex B provides additional guidance for auditors planning and conducting audits.