Halderstone

Training module

Auditing Documented Information

Assess whether documented information is fit for use, internally consistent and credible as audit evidence

Do your audits test documented information for fitness for use or only for presence?

Overview

Documented information often defines intent, supports control operation, and provides audit evidence. False assurance arises when policies, procedures, and records appear complete but do not match operational practice or cannot be relied on as credible evidence.

This module develops the capability to audit whether documented information is fit for use, internally consistent, and trustworthy as audit evidence across ISO management system standards.

Target audience

- Aspiring auditors who want to audit management systems following best practices
- Practising management system auditors who want to strengthen their audit knowledge, judgement, and effectiveness

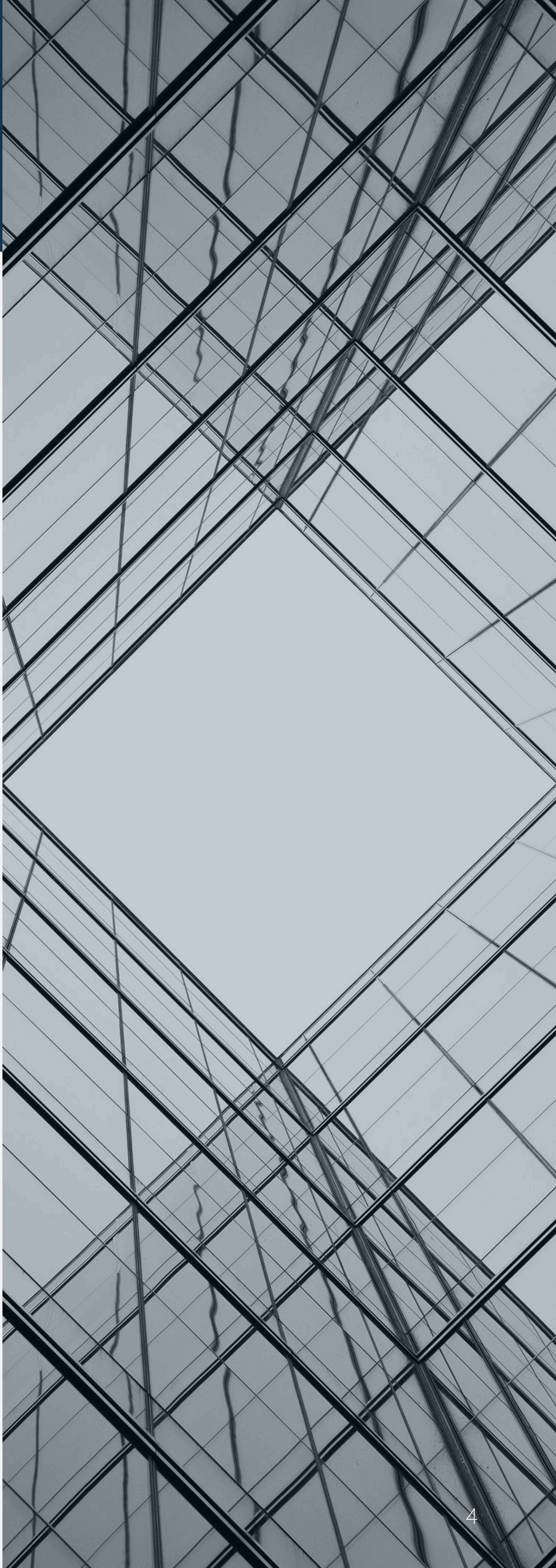
Is this module for you?

It is a good fit for you if you...

- want to assess whether documented information is fit for use as control and evidence.
- need to judge consistency between policies, procedures, records, and practice.
- want to audit credibility, traceability, and reliability of documentation.
- aspire to assess documentation beyond formal completeness or presence.
- expect to strengthen audit conclusions on how the system actually operates.

It may be less suitable for you if you...

- prefer to design, structure, or standardise documentation frameworks.
- are looking for guidance on document control tools or templates.
- focus primarily on rewriting, simplifying, or maintaining documentation.
- do not intend to audit documented information as evidence within a management system.



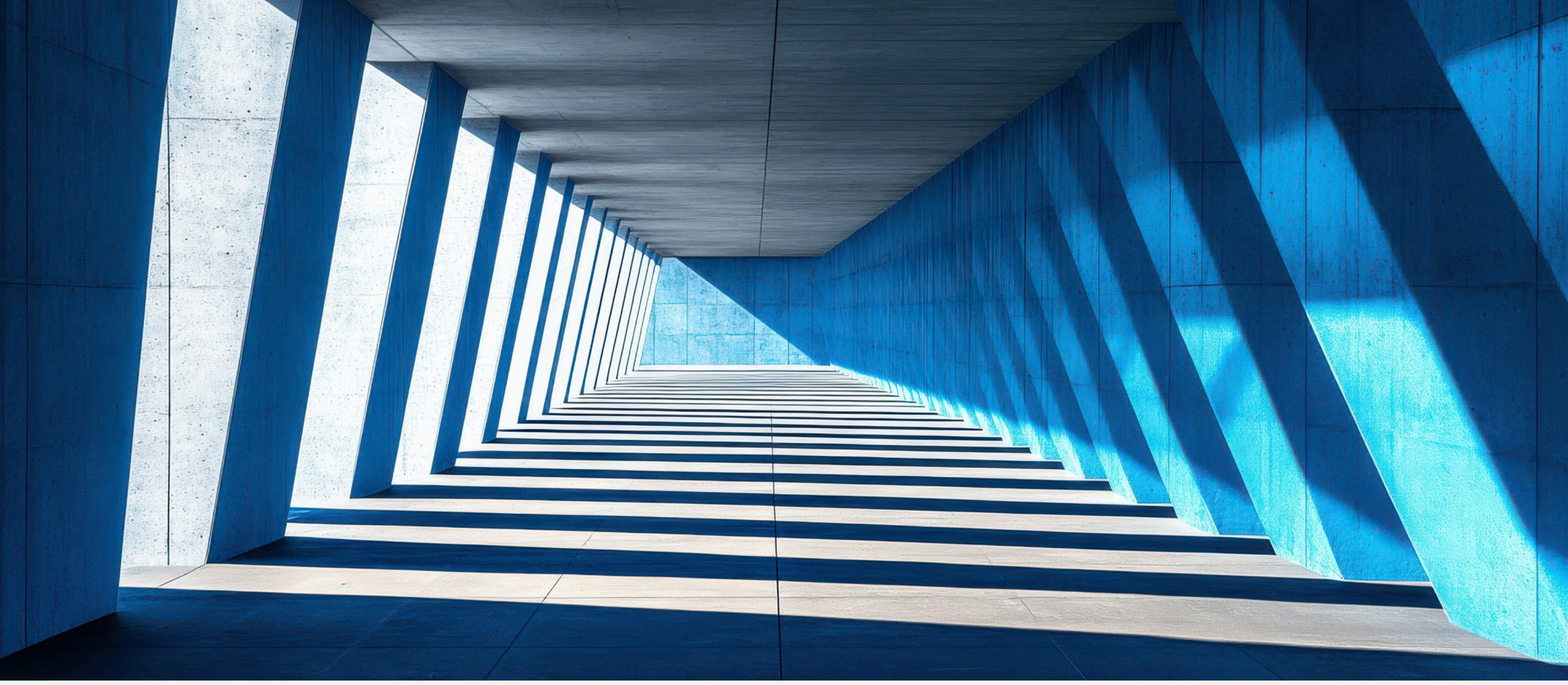
Learning outcomes

Key outcomes

- Assess whether documented information is fit for use as guidance and audit evidence rather than merely present or formatted
- Test consistency between policies, procedures, records, and operational practice using structured sampling
- Judge whether documented information credibly supports claims about system operation

Additional capabilities

- Assess the credibility and reliability of records as evidence for system operation
- Detect common “paper system” patterns where documentation exists but practice diverges
- Select meaningful sampling targets when auditing documented information
- Formulate defensible audit conclusions on the adequacy and credibility of documented information



Agenda

Foundations of documented information in management systems

How documented information defines intent, supports control, enables communication, and provides evidence across management system processes

What effective auditing of documented information looks like

How auditors judge fitness for use, applicability, consistency, and evidential value beyond document presence or formal compliance

Testing completeness or coverage

How to assess whether documented information covers relevant activities, responsibilities, interfaces, changes, and outsourced work within scope

Building the audit evidence trail

How to trace evidence from policy and procedure through records, interviews, and operational practice to test whether documented intent is reflected in reality

Detecting failure patterns or false assurance signals

How auditors recognise paper systems, orphan documents, unused procedures, backfilled records, template compliance, and uncontrolled local workarounds

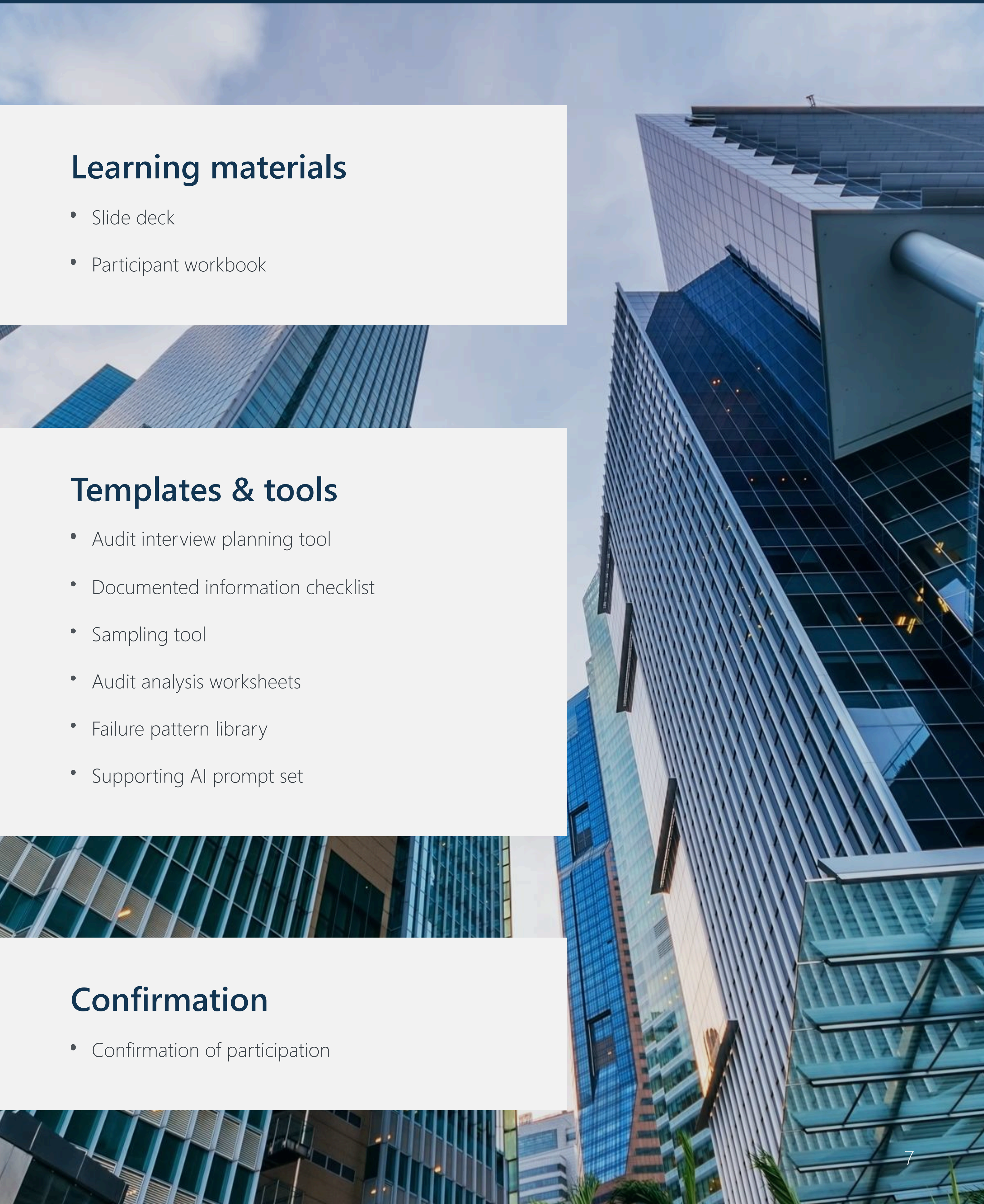
Judging credibility or effectiveness

How auditors interpret contradictions, gaps, and patterns in documented information to distinguish isolated defects from systemic weakness

Case-based audit simulation

Applying the learned concepts, methods, and approaches in a realistic case setting

Included materials



Learning materials

- Slide deck
- Participant workbook

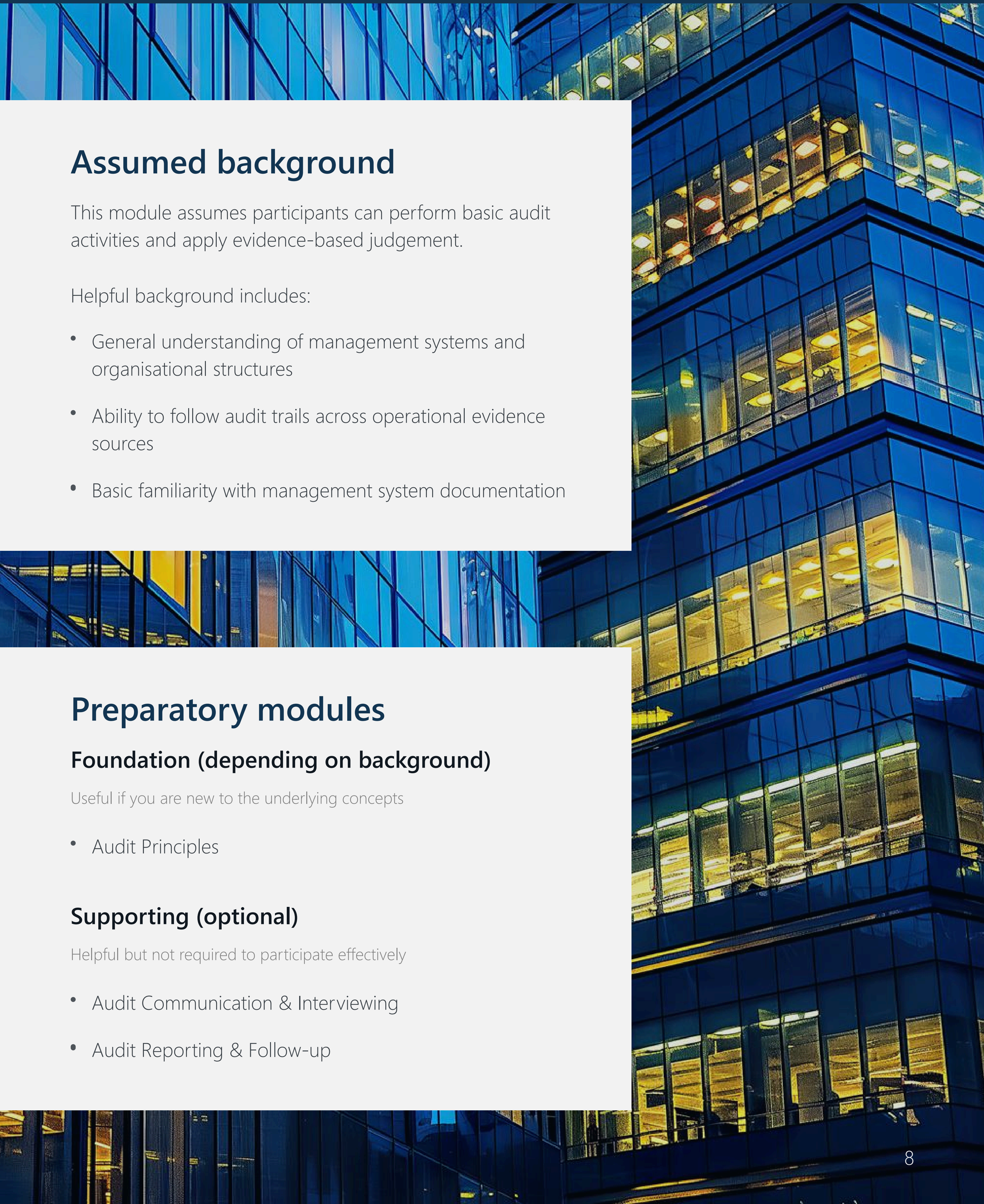
Templates & tools

- Audit interview planning tool
- Documented information checklist
- Sampling tool
- Audit analysis worksheets
- Failure pattern library
- Supporting AI prompt set

Confirmation

- Confirmation of participation

Preparation guidance



Assumed background

This module assumes participants can perform basic audit activities and apply evidence-based judgement.

Helpful background includes:

- General understanding of management systems and organisational structures
- Ability to follow audit trails across operational evidence sources
- Basic familiarity with management system documentation

Preparatory modules

Foundation (depending on background)

Useful if you are new to the underlying concepts

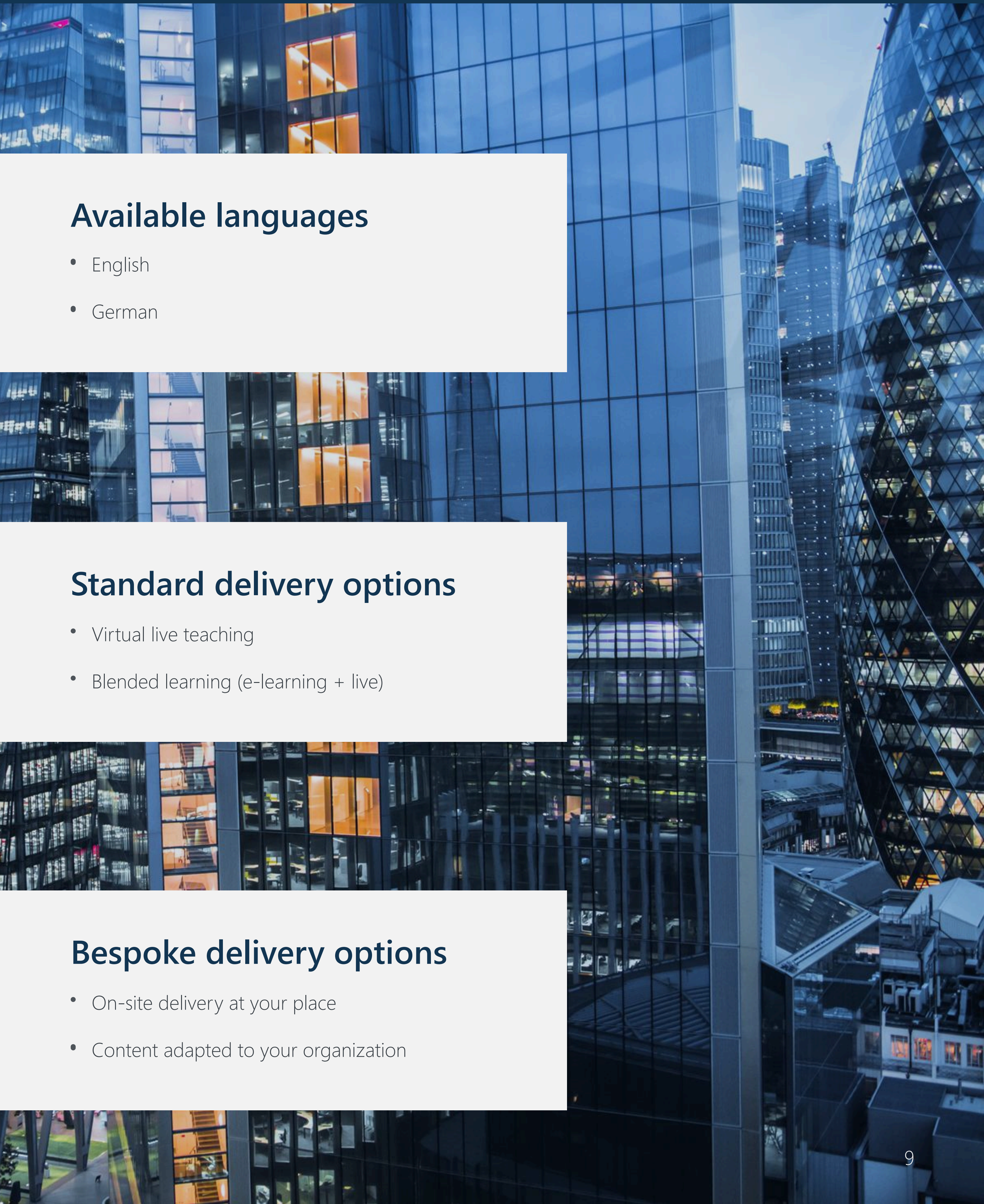
- Audit Principles

Supporting (optional)

Helpful but not required to participate effectively

- Audit Communication & Interviewing
- Audit Reporting & Follow-up

Logistics



Available languages

- English
- German

Standard delivery options

- Virtual live teaching
- Blended learning (e-learning + live)

Bespoke delivery options

- On-site delivery at your place
- Content adapted to your organization

Halderstone

Halderstone by Langer & Co
Zürcherstrasse 2
CH-8852 Altendorf
Switzerland
info@halderstone.com
www.halderstone.com