

Appendix 1 – Annual Internal Audit Program

This annual program is written for the period from [date] to [date].

Internal audits according to the ISO/IEC 20000 standard will be conducted in the following way:

Audit period	Audit scope	Audit objectives	Audit criteria	Auditing method	Auditors	Audit date
E.g. Q1 2020		E.g. To establish the design and effectiveness of the controls required in the context of the SMS			E.g. Lead Auditor – John Smith Auditor – Joe Black	

Commented [20A1]:

Commented [20A2]:

[Job title]

[First and last name]

[Signature]

[Signature]

Commented [20A3]: Only necessary if the Procedure for Document and Record Control prescribes that paper documents must be signed.