IPI Academy

MANAGEMENT forum

Presented by
Management Forum

How to Interview During GMP Audits

11 July 2025
+ 10 November 2025, 12 March 2026

One of the most valuable tools for auditors in the pharmaceutical industry is the ability to conduct thorough and effective interviews during audits. This training will equip you with these essential skills.

Format:
Live online

CPD:
6 hours for your records

Certificate of completion

Course overview

Ensuring compliance with Good Manufacturing Practices (GMP) is crucial for the safety and effectiveness of products, particularly in the pharmaceutical industry. A GMP audit plays a key role in verifying that these standards are being met, and interviews are one of the most effective tools auditors can use. They provide auditors with the opportunity to uncover operational insights, assess individual performance, and ensure that companies adhere to GMP requirements on a deeper level than just reviewing documents.

While audits generally rely on methods like observing operations, examining records, and reviewing documentation, interviews add an extra layer of depth. Each auditor may have a different style, with some preferring to engage directly with employees, while others focus on paperwork. However, for a GMP audit to be comprehensive, it is essential to integrate interviews, observations, document reviews, and record checks to create a full understanding of GMP compliance.

Interviews are particularly valuable because they allow auditors to understand the practical realities of manufacturing beyond what's written in manuals. Discrepancies between documented procedures and actual practices may arise, and employees may reveal informal methods that deviate from the standard. With this training, you will learn how to identify these inconsistencies during interviews, empowering you, as the auditor, to make informed recommendations and ensure GMP standards are fully adhered to.

Benefits of attending

- **Learn** questioning techniques used to gather critical insights about processes, responsibilities, and compliance
- **Improve** critical thinking and analytical skills to draw accurate conclusions
- **Identify** deviations from documented procedures
- **Discuss** building a rapport and trust with employees to foster cooperation during audits
- **Gain** a deeper understanding of GMP regulations and how they apply to real-world processes
- **Combine** technical knowledge with interview techniques ensuring the audit process is more comprehensive
- **Develop** interpersonal and soft skills, such as active listening, empathy, and emotional intelligence

Who should attend

This training would suit those in the following departments:

- Quality Assurance
- Quality Control
- GMP Compliance
- Auditing
- IT
- Regulatory Affairs
- Engineering
- Supply Chain

Programme

The role of interviews in GMP audits

- Why interviews are essential for a comprehensive GMP audit
- How interviews complement document reviews and observations
- Identifying gaps in documented processes through interviews

Interview techniques overview

- Types of interviews (structured, semi-structured, unstructured)
- Preparing for an interview: setting objectives and expectations
- The importance of active listening and asking the right questions

Effective questioning techniques

- Open vs. closed questions: when and how to use them
- Probing techniques: digging deeper for useful information
- Avoiding leading or biased questions
- Encouraging honest and detailed responses

Building rapport and trust and observing non-verbal cues

- Techniques for creating a comfortable environment for interviewees
- The importance of empathy and active listening
- Overcoming nervousness or resistance from interviewees
- Handling difficult or defensive individuals
- Recognising body language and facial expressions during interviews
- How to interpret non-verbal cues to assess truthfulness or hesitation
- Adapting interview techniques based on observed behaviours

Case study

- Participants engage in a group discussion on common GMP audit interview challenges

Presenter

Mustafa Edik

Mustafa Edik is an Independent GMP Consultant and Auditor.

After graduating as a Chemist from university, Mustafa began his 25 year plus career as a Laboratory Supervisor at Bayer, a German Pharmaceutical Company. After 15 years of working as a Quality Assurance Assistant Manager, Laboratory Supervisor, Pharmaceutical Quality Management Systems, and GMP Lead Auditor, he decided to continue his career as a Consultant. He has served the Turkish Atomic Energy Authority (TAEA) as Principal GMP Auditor and Consultant for 6 years. TAEA was audited by the Republic of Turkey Ministry of Health and granted GMP Certificate for 5 Radiopharmaceuticals. This success has won great acclaim from all health authorities and industry.

He has prepared and presented various training courses and workshops to more than 8000 individuals from 150 International and local Pharmaceutical, Medical Device, and Cosmetics companies on GMP, GDP and Pharmaceutical Quality Management Systems. He has taken part in several International Pharmaceutical Facility Establishment projects as GMP Consultant and has also set up various Quality Management Systems for Local Pharmaceutical and Medical Device Companies.

While he was the Vice President of Quality and Technical Operations at a Quality Academia Training and Consultancy firm, he acquired and converted it into a 100 % Turkish Company. As the only IRCA Certificated Pharmaceutical Quality Management Systems and GMP Lead Auditor in Turkey, he currently conducts API, Excipient, Packaging Materials Suppliers and Manufacturers, Third Party Logistics Service Providers, Sterile and Non-Sterile Manufacturing Facilities Audits according to FDA, EMA, PIC /S, TMMDA, MHRA, TGA Health Canada, and WHO regulations and guidelines.

He finished his second university degree in Biopharmaceutical Sciences BSc (Hons) at Atlantic Technological University - Ireland. He is the author of chapter 6 of the book published by PDA named “Good Distribution Practices” and his new book on ‘GMP Audits in Pharmaceutical and Biotechnology Industires’ will be published by Taylor & Francis in June 28, 2024.

Course dates

11 July 2025	**Live online** 09:30-17:00 **UK (London)** (UTC+01) *Course code 15626*	GBP **749** EUR **1,049** USD **1,199**
10 November 2025	**Live online** 09:30-17:00 **UK (London)** (UTC+00) *Course code 15627*	GBP **649** ~~749~~ EUR **909** ~~1,049~~ USD **1,043** ~~1,199~~ **Until 06 Oct**
12 March 2026	**Live online** 09:30-17:00 **UK (London)** (UTC+00) *Course code 15628*	GBP **649** ~~749~~ EUR **909** ~~1,049~~ USD **1,043** ~~1,199~~ **Until 05 Feb**

How to book

Online:
ipi.academy/3231

Alternatively contact us to book, or if you have any queries:

Email:
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+44 (0)20 7749 4749

Discounts

- Booking more than one delegate on any one date qualifies for a **30% discount** on the second and subsequent places.
- Most events qualify for an **early booking discount** prior to 6 weeks before the course date. Be sure to check on our website, where the latest discounts will be shown.

Further information

Fee
The fee includes all meals and refreshments for the duration of the course (for venue-based courses) and a complete set of course materials (provided electronically). If you have any particular requirements, please advise customer services when booking.

Please note
IPI Academy (and our training partners) reserve the right to change the content and timing of the programme, the speakers, the date and venue due to reasons beyond their control. In the unlikely event that the course is cancelled, we will refund the registration fee and disclaim any further liability.

Terms and conditions
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IPI Academy

IPI Academy is a training initiative of Falconbury and Management Forum; leading providers of industry training for over 30 years, based in the UK.

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