

€ TRAINING

Quality Management ISO 9001 Lead Auditor





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Introduction:

This program is designed to prepare participants for the certification exam only.

This training program equips participants with the knowledge and skills necessary to lead and conduct audits of quality management systems. Through it, participants emerge prepared to lead effective audits, contribute to organizational excellence, and facilitate ISO 9001 certification processes.

Program Objectives:

At the end of this program, participants will be able to:

- Lead and conduct ISO 9001 audits effectively, demonstrating competence in auditing principles, techniques, and processes.
- Apply ISO 9001 requirements and principles to assess the conformity and effectiveness of quality management systems.
- Analyze audit findings objectively and communicate them clearly through comprehensive audit reports.
- Recommend corrective and preventive actions to address nonconformities and improve the performance of quality management systems.
- Demonstrate leadership and professionalism in managing audit teams, resolving conflicts, and fostering a positive audit culture within organizations.
- Prepare for successful completion for the Certification Exam.

Targeted Audience

- Quality professionals seeking to enhance their auditing skills and advance their careers.
- Individuals aspiring to become ISO 9001 lead auditors or lead auditors in quality management systems.
- Quality managers and supervisors responsible for implementing and maintaining ISO 9001-compliant quality management systems.
- Auditors and consultants involved in auditing organizations for ISO 9001 certification or compliance.
- Professionals involved in quality assurance, quality control, and continuous improvement initiatives within their organizations.

Program Outline:

Unit 1:

Introduction to Quality Management Systems QMS and ISO 9001:

- Overview of Quality Management Systems QMS and their importance in organizational excellence.
- Understanding the ISO 9001 standard and its requirements for quality management.
- Exploring the principles and key concepts of ISO 9001.
- Familiarization with the structure and clauses of the ISO 9001 standard.
- Introduction to the role and responsibilities of a lead auditor in ensuring compliance with ISO 9001.

Unit 2:

Audit Principles and Planning:

- Understanding the principles of auditing and their application in ISO 9001 lead auditing.
- Planning and preparing for ISO 9001 audits, including establishing audit objectives and scope.
- Developing audit criteria and checklists to assess compliance with ISO 9001 requirements.
- Identifying and evaluating audit risks to ensure effective audit planning.
- Formulating an audit schedule and allocating resources for the audit process.

Unit 3:

Conducting ISO 9001 Audits:

- Conducting opening meetings to communicate audit objectives, scope, and procedures to auditees.
- Collecting and verifying audit evidence through interviews, document reviews, and observations.
- Applying audit techniques such as sampling, questioning, and observation to gather relevant information.
- Analyzing audit findings objectively and determining conformity or nonconformity with ISO 9001 requirements.
- Communicating audit results effectively through audit reports and feedback sessions.

Unit 4:

Audit Reporting and Follow-Up:

- Documenting audit findings, observations, and conclusions in accordance with ISO 9001 requirements.

- Identifying opportunities for improvement and making recommendations to enhance the effectiveness of the QMS.
- Developing corrective action plans to address nonconformities and prevent their recurrence.
- Monitoring and tracking corrective actions to ensure timely resolution and closure.
- Conducting follow-up audits to verify the implementation and effectiveness of corrective actions.

Unit 5:

Audit Management and Leadership:

- Demonstrating leadership skills in managing audit teams and fostering a positive audit culture.
- Ensuring the integrity, independence, and impartiality of the audit process.
- Managing audit conflicts and addressing challenges effectively during the audit.
- Conducting closing meetings to discuss audit findings, conclusions, and recommendations with auditees.
- Reflecting on personal audit performance and identifying areas for professional development and improvement.
- Prepare for the exam.

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