

€ TRAINING

Leader Auditor ISO 9001 2015



9 - 20 December 2024
Kuala Lumpur (Malaysia)



Leader Auditor ISO 9001 2015

REF: A1587 DATE: 9 - 20 December 2024 Venue: Kuala Lumpur (Malaysia) - Fee: 5300 Euro

Introduction:

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

The Lead Auditor - ISO 9001:2015 Training Program provides comprehensive training on auditing quality management systems according to the ISO 9001:2015 standard. It empowers participants to enhance organizational quality and achieve excellence in customer satisfaction through effective auditing practices.

Program Objectives:

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

- Understand and interpret the requirements of ISO 9001:2015 standard.
- Plan, conduct, report, and follow up on QMS audits effectively.
- Identify non-conformities and opportunities for improvement in QMS.
- Develop and implement corrective action plans to address audit findings.
- Promote continuous improvement in quality management and customer satisfaction.
- Prepare for the certification exam.

Targeted Audience:

- Quality assurance and compliance managers.
- Internal auditors specializing in quality management systems.
- Quality management professionals seeking to enhance their auditing skills.
- Risk management professionals focusing on quality and compliance.
- Personnel involved in implementing and auditing ISO 9001:2015 QMS.

Program Outlines:

Unit 1:

Introduction to ISO 9001:2015 Standard:

- Overview of ISO 9001:2015 standard and its significance in quality management systems QMS.

- Understanding the structure and key requirements of ISO 9001:2015.
- Roles and responsibilities of a lead auditor in auditing QMS.
- Relationship between ISO 9001:2015 and other management system standards.
- Importance of effective QMS in achieving organizational excellence and customer satisfaction.

Unit 2:

Planning and Preparation for Audits:

- Developing an audit plan based on ISO 9001:2015 requirements.
- Identifying audit objectives, scope, and criteria.
- Conducting risk assessments to prioritize audit activities.
- Gathering necessary documentation and resources for the audit.
- Establishing communication channels with auditees and stakeholders.

Unit 3:

Conducting the Audit:

- Techniques for conducting opening and closing meetings with auditees.
- Collecting and evaluating audit evidence to determine conformity.
- Identifying non-conformities and opportunities for improvement.
- Applying effective questioning and interviewing techniques.
- Ensuring impartiality, independence, and objectivity throughout the audit process.

Unit 4:

Reporting and Follow-up:

- Preparing clear and concise audit reports reflecting audit findings.
- Communicating audit conclusions and recommendations to relevant stakeholders.
- Developing corrective action plans for addressing non-conformities.
- Monitoring and verifying the implementation of corrective actions.
- Conducting follow-up audits to ensure sustained compliance and improvement.

Unit 5:

Leadership and Communication Skills for Lead Auditors:

- Developing effective leadership skills for lead auditors.
- Techniques for building rapport and trust with auditees.
- Building effective communication channels with auditees and stakeholders.
- Resolving conflicts and managing challenging audit situations.
- Providing constructive feedback to auditees and team members.
- Preparation for the certification exam.

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