

## Lead Auditor ISO 9001:2015 (change & Improvement)

### About the course/ Overview

Auditing a Quality Management System (QMS) is a prime mechanism for identifying and developing improvement opportunities, but that can only happen if the audit process is focused on capability and effectiveness. This five day ISO 9001 Lead Auditor training course reflects fully the concepts and requirements of ISO 9001 representing the very latest approach for internal and external auditing, and is designed to:

- Provide delegates with the essential knowledge and skills related to the process of auditing quality management systems in relation to ISO 9001:2015
- Outline the fundamentals of auditing practice and provide practical experience in planning, performing and reporting the audit, and to consider the issues related to managing the audit programme and the audit
- Demonstrate the process for determining the effectiveness of the company's management system in achieving the declared business quality objectives
- Provide an understanding of the follow-up actions that seek to verify the effectiveness of a supplier's implemented improvements
- Address the guidelines in ISO 19011 and CQI and IRCA registration criteria.

### Learning Outcomes

- A CQI and IRCA Certified ISO 9001:2015 Lead Auditor (Quality Management System) training course.
- Course ID: 17954
- All delegates will receive a certificate on completion.

### Topics and Sessions

Through a series of workshops and role plays, delegates are exposed to a wide variety of situations to enable them to apply and practice their skills in every phase of the audit process, from Opening Meeting to Final Report. One central case study builds throughout the course to demonstrate how both customer and supplier objectives can be achieved and the course concludes with an examination on the final day. Key topics include:

- Principles of Business Process Management
- Business Management Systems
- Management System Standards (ISO 9001 Series)
- Introduction to Auditing
- Managing the Audit Programme
- Audit Planning and Preparation
- Performing an audit
- Audit Reporting and Follow Up.

