

CERTIFIED ISO/IEC 9001 LEAD AUDITOR TRAINING AND CERTIFICATION

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WHAT IS ISO/IEC 9001?

- As an international standard, ISO 9001 specifies the requirements for organizations that want to ensure continual improvement and meet customers' needs.
- ISO 9001 was specifically designed to serve as a guiding framework for organizations of all sizes and industries as it provides a firm customer focus, namely delivering qualitative goods and services, which subsequently leads to customer satisfaction.
- The implementation of a Quality Management System is a strategic decision for organizations that aspire to improve their overall performance and provide a strong basis for sustainable development initiatives.
- The standard assists organizations and/or professionals to plan processes, interactions and have a risk-based thinking.

BENEFIT OF ISO/IEC 9001

- Gain expertise on Quality Management Systems.
- Help the organization to reduce costs.
- Help the organization to offer qualitative products and services
- Gain competitive advantage
- Increase effectiveness
- Assist the organization to focus on risk-based thinking
- Increase the efficiency of the supply chain management
- Streamline organizational operations
- Contribute to the organization's continuous improvement



WHO SHOULD ATTEND?

- Auditors seeking to perform and lead Quality Management System (QMS) certification audits
- Managers or consultants seeking to master a Quality Management System audit process
- Individuals responsible for maintaining conformance with QMS requirements
- Technical experts seeking to prepare for a Quality Management System audit
- Expert advisors in Quality Management

LEARNING OBJECTIVES

- Understand the operations of a Quality Management System (QMS) based on ISO 9001
- Acknowledge the correlation between ISO 9001, ISO 9004 and other standards and regulatory frameworks
- Understand an auditor's role to: plan, lead and follow-up on a management system audit in accordance with ISO 19011
- Learn how to lead an audit and audit team
- Learn how to interpret the requirements of ISO 9001 in the context of a QMS audit
- Acquire the competencies of an auditor to: plan an audit, lead an audit, draft reports, and follow-up on an audit in compliance with ISO 19011



COURSE CONTENTS

Introduction to Quality Management Systems (QMS) and ISO 9001

- Course objectives and structure
- Standards and regulatory frameworks
- Certification process
- Fundamental principles of Information Security Management Systems
- Quality Management Systems (QMS)

Audit principles, preparation and launching of an audit

- Fundamental audit concepts and principles
- Evidence based audit approach
- Initiating the audit
- Stage 1 audit
- Preparing the stage 2 audit (on-site audit)
- Stage 2 audit (Part 1)

On-site audit activities

- Stage 2 audit (Part 2)
- Communication during the audit
- Audit procedures
- Creating audit test plans
- Drafting audit findings and non-conformity reports

Closing the audit

- Documentation of the audit and the audit quality review
- Closing the audit
- Evaluating action plans by the auditor
- Benefits of the initial audit
- Managing an internal audit program
- Competence and evaluation of auditors
- Closing the training



CERTIFICATION

- After successfully completing the exam, you can apply for the credentials shown on the table below.
- You will receive a certificate once ou comply with all the requirements related to the selected credential.
- For more information about ISO 9001 certifications and the PECB certification process, please refer to the
- Certification Rules and policies.

Credential	Exam	Professional Experience	QMS Audit Experience	Other Requirements
CERTIFIED ISO 9001 PROVISIONAL AUDITOR	Certified ISO 9001 Lead Auditor exam or equivalent	None	None	Signing the code of ethics
CERTIFIED ISO 9001 AUDITOR	Certified ISO 9001 Lead Auditor exam or equivalent	**Two years** One year of Quality Management work experience	Audit activities: a total of 200 hours	Signing the code of ethics
Certified ISO 9001 Lead Auditor	Certified ISO 9001 Lead Auditor exam or equivalent	**Five years** Two years of Quality Management work experience	Audit activities: a total of 300 hours	Signing the code of ethics

GENERAL INFORMATION

- Certification fees are included on the exam price
- A participation certificate of 31 CPD (Continuing Professional Development) credits will be issued
- In case of exam failure, you can retake the exam within 12 months for free

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