ISO 9001:2015 Quality Management Systems Lead Auditor Training Course

Professional Development Training Course Outline

Category	Quality Assurance and ISO standards	**Duration**	10 Days
Base Fee	$3,000 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

The ISO 9001:2015 Quality Management Systems Lead Auditor Training Course is designed to provide professionals with the practical knowledge and skills necessary to plan, conduct, and manage audits against ISO 9001:2015 requirements. This course equips participants with globally recognized auditing techniques, industry-leading best practices, and a clear understanding of compliance standards. With a strong focus on audit planning, execution, and reporting, the training empowers learners to meet international standards while delivering measurable quality outcomes within organizations.

Through this course, participants will explore trending concepts such as risk-based thinking, continual improvement, evidence-based decision-making, and customer satisfaction as key components of a Quality Management System (QMS). Learners will also be guided on how to manage audit teams, address non-conformities, and ensure compliance with international quality benchmarks. The training emphasizes case studies and real-world scenarios to strengthen problem-solving skills, making participants competent lead auditors capable of driving sustainable organizational growth.

Programme Curriculum

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Course Objectives

1. Understand the purpose, principles, and benefits of ISO 9001:2015 Quality Management Systems.
2. Develop auditing skills aligned with international ISO 19011 guidelines.
3. Gain expertise in risk-based thinking and process-based auditing.
4. Conduct effective audits that focus on continual improvement.
5. Enhance knowledge of compliance and regulatory frameworks.
6. Strengthen leadership and team management skills in auditing.
7. Learn to draft precise, actionable, and audit-compliant reports.
8. Identify and evaluate audit evidence objectively and accurately.
9. Address and manage non-conformities through corrective action.
10. Apply trending quality assurance strategies in real scenarios.
11. Boost organizational performance through effective QMS audits.
12. Gain confidence to lead audit teams with authority and credibility.
13. Prepare organizations for third-party certification audits.

Organizational Benefits

1. Improved compliance with ISO 9001:2015 international standards.
2. Enhanced organizational efficiency through process optimization.
3. Stronger customer satisfaction and loyalty.
4. Better risk management and mitigation strategies.
5. Consistent delivery of high-quality products and services.
6. Increased organizational credibility and competitiveness.
7. Reduced operational errors and cost of poor quality.
8. Strengthened decision-making through evidence-based insights.
9. Improved organizational culture of continual improvement.
10. Greater success in external audits and certifications.

Target Audiences

1. Quality Assurance Managers
2. Management Representatives
3. Internal Auditors
4. Process Owners
5. Compliance Managers
6. Operations Managers
7. Consultants and Trainers in Quality Management
8. Professionals seeking ISO 9001:2015 Lead Auditor Certification

Course Duration: 10 days

Course Modules

Module 1: Introduction to ISO 9001:2015 and QMS Fundamentals

- Understanding ISO standards and their global impact
- Structure and requirements of ISO 9001:2015
- Core principles of quality management systems
- Importance of customer focus and continual improvement
- Process approach and risk-based thinking explained
- Case study: Introduction to a real-world ISO certified organization

Module 2: Quality Management System Requirements in Depth

- Context of the organization and interested parties
- Leadership roles in QMS implementation
- Planning and risk assessment processes
- Support functions and resource allocation
- Operational control and performance evaluation
- Case study: Evaluating organizational context and leadership commitment

Module 3: Fundamentals of Auditing and ISO 19011 Guidelines

- Principles of auditing
- Audit types and audit program management
- Competence of auditors and ethical requirements
- Risk management in auditing
- Tools and techniques for audit effectiveness
- Case study: Applying ISO 19011 guidelines in practice

Module 4: Audit Planning and Preparation

- Defining audit scope, objectives, and criteria
- Preparing audit plans and checklists
- Assigning roles and responsibilities
- Gathering and reviewing documentation
- Communicating with auditees effectively
- Case study: Preparing an audit plan for a manufacturing company

Module 5: Conducting On-Site Audits

- Opening meeting procedures
- Interviewing techniques for auditors
- Collecting and verifying audit evidence
- Observations and sampling methods
- Identifying strengths and weaknesses
- Case study: Performing an on-site audit in a service organization

Module 6: Reporting Audit Findings

- Preparing non-conformance reports
- Writing effective audit conclusions
- Classifying audit findings

- Structuring audit reports clearly and professionally
- Communicating results to management
- Case study: Drafting an audit report for a logistics company

Module 7: Corrective and Preventive Actions

- Identifying root causes of non-conformities
- Developing corrective action plans
- Preventive action strategies
- Monitoring effectiveness of corrective measures
- Ensuring compliance with improvement requirements
- Case study: Addressing non-conformities in a healthcare organization

Module 8: Lead Auditor Roles and Responsibilities

- Skills and qualities of a lead auditor
- Managing audit teams effectively
- Conflict resolution and decision-making
- Time management and prioritization during audits
- Ensuring impartiality and objectivity
- Case study: Leading an audit team in a multinational company

Module 9: Risk-Based Thinking in Auditing

- Identifying risks and opportunities
- Risk management frameworks
- Evaluating controls for risk mitigation
- Linking risk assessment to audit planning
- Importance of continual improvement in risk-based audits
- Case study: Risk-based auditing in a construction project

Module 10: Evidence-Based Decision Making

- Sources and types of audit evidence
- Collecting objective and reliable data
- Using sampling techniques
- Analyzing and interpreting audit evidence
- Supporting decisions with factual data
- Case study: Evidence-based auditing in a financial services company

Module 11: Internal Audits and External Certification Audits

- Differences between internal and external audits
- Certification body requirements
- Preparing organizations for certification audits
- Managing stakeholder expectations
- Follow-up audits and surveillance audits
- Case study: Certification audit process in a retail organization

Module 12: Performance Evaluation and Continual Improvement

- Monitoring and measuring organizational performance

- KPIs in quality management
- Role of internal audits in continual improvement
- Benchmarking and best practices
- Driving innovation through quality improvements
- Case study: Performance evaluation in an automotive industry

Module 13: Managing Audit Programs

- Establishing and maintaining audit programs
- Setting objectives and priorities
- Resource allocation for audits
- Monitoring audit program performance
- Continual improvement of audit programs
- Case study: Implementing an audit program in an IT company

Module 14: Advanced Reporting and Communication Skills

- Professional communication in auditing
- Using audit software tools
- Advanced reporting techniques
- Presenting audit results to top management
- Ensuring confidentiality and data security
- Case study: Advanced reporting in a pharmaceutical audit

Module 15: Final Assessment and Practical Application

- Comprehensive review of all modules
- Role-playing audit scenarios
- Group discussions and exercises
- Individual and team assignments
- Preparation for final lead auditor exam
- Case study: End-to-end audit simulation for a large enterprise

Training Methodology

- Instructor-led interactive sessions
- Group discussions and brainstorming
- Practical exercises and simulations
- Case study analysis and role-play
- Mock audits and feedback sessions
- Continuous assessment through assignments

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	04 Dec 2026	Online	$2,000
23 Nov 2026	04 Dec 2026	Physical	$3,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$9,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$12,000

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