

CQI and IRCA Certified (17955)

# ISO 9001:2015

## Lead Auditor

### Five day course

Gain the confidence to effectively audit a quality management system (QMS) in accordance with internationally recognized best practice techniques. Demonstrate your commitment to quality by transforming existing auditor skills to ISO 9001:2015. Consolidate your expertise with the latest developments and contribute to the continuous improvement of the business.



#### How will I benefit?

- Identify the aims and benefits of an ISO 9001:2015 audit
- Plan, conduct and follow-up auditing activities that add value
- Grasp the application of risk-based thinking, leadership and process management
- Access the latest techniques and identify appropriate use
- Build stakeholder confidence by managing processes in line with the latest requirements
- Understand the arrangements for BSI certification.



#### What will I learn?

- Gain the skills to plan, conduct, report and follow up an audit in accordance with ISO 19011
- Identify the purpose and benefits of a quality management system
- Explain the role of an auditor to plan, conduct, report and follow up an audit in accordance with ISO 19011 (and ISO 17021 where appropriate).



#### Who should attend?

This course is ideal for anyone needing to audit an organization's ISO 9001:2015 QMS.

“The commitment and enthusiasm shown by the BSI team to understand our business was commendable.”

*Vikas Joshi, Continuous Improvement Manager, Coca-Cola*

Book this course online by visiting [bsigroup.com/training](http://bsigroup.com/training) or call us today on +44 845 086 9000

# BSI Training Academy

## Agenda

### Day 1

- Welcome & introductions
- Course benefits
- Aims, objectives & structure
- First, second & third party audits
- Typical audit activities
- Audit objectives, scopes & criteria's
- Audit resources
- Roles & responsibilities
- Confidentiality
- Audit methods
- Stage 1 & 2 audits
- Audit plan
- Work documents
- Opening meeting
- Audit evidence
- Effective communication
- Audit findings
- Audit meetings
- Closing meeting

### Day 2

- QMS purpose & business benefits
- Terminology
- Plan-Do-Check-Act
- QMS processes & context
- Conformance & compliance
- Role of the auditor
- QMS documented information
- Initiating the audit
- Document review
- Audit plan
- Work documents
- Opening meeting
- Observations
- Interviewing top management

### Day 3

- Specimen exam: Section 1 & 2 review
- Auditing context of the organization
- Auditing the organization's QMS planning process
- Tutorial on body language
- Audit trails
- Auditing the organization's operational QMS processes (1)
- Auditing the organization's operational QMS processes (2)

### Day 4

- Specimen exam: Section 3 review
- Auditing the organization's operational QMS processes (3)
- Nonconformities
- Closing meeting
- Audit report
- Audit follow-up
- Specimen exam: Section 4 review

### Day 5

- Hand in homework: Audit report
- Final questions/revision
- Evaluation
- Introduction to the exam
- Exam
- Reflection & feedback

## Why train with us?

We don't just train you to meet standards – we create them. As the world's first National Standards Body and a founding member of ISO, no one knows standards like BSI. Our expert knowledge means a lot and when you train with us, you benefit from this expertise. Our training courses will give you the knowledge and skills to embed the standards that matter to you the most. To promote your professional development, you'll receive a BSI Training Academy certificate that's recognized worldwide.

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