



ISO 9001



ISO 9001:2015 QMS INTERNAL LEAD & LEAD AUDITOR TRAINING

- **Training Program Overview**
- **Organized by: Priya Consultancy (I) Pvt. Ltd.**



OBJECTIVES OF THE TRAINING

- Understand ISO 9001:2015 standard requirements
- Learn principles of auditing as per ISO 19011:2018
- Gain skills to conduct Internal & Lead Audits
- Prepare for ISO certification audits
- Develop report writing & communication skills

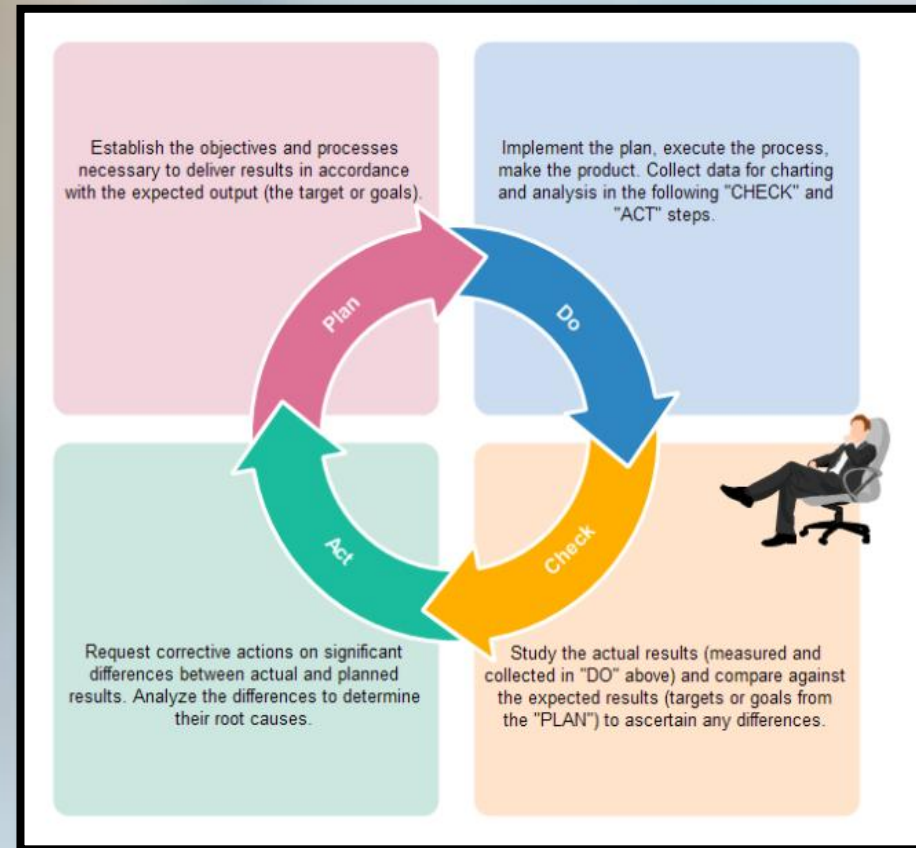
ISO 9001:2015 OVERVIEW

- What is ISO 9001?
- Benefits of implementing QMS
- Structure of ISO 9001:2015
(High-Level Structure)
- PDCA Cycle



KEY CLAUSES OF ISO 9001:2015

1. Scope
2. Normative References
3. Terms & Definitions
4. Context of the Organization
5. Leadership
6. Planning
7. Support
8. Operation
9. Performance Evaluation
10. Improvement



AUDIT FUNDAMENTALS



- Definition of Audit
- Types of Audits
(Internal, External, Supplier)
- First, Second, Third-Party Audits
- Audit Principles (ISO 19011:2018)

AUDIT LIFE CYCLE (PROCESS)

1. Audit Planning
2. Audit Preparation
3. Audit Execution
(Opening Meeting,
Audit Activities)
4. Audit Reporting
5. Corrective Actions
6. Audit Closure
7. Follow-Up



ROLES AND RESPONSIBILITIES

- Internal Auditor
- Lead Auditor
- Auditee
- Management

Structure of ISO 9001:2015



AUDIT PLAN AND CHECKLIST PREPARATION



- Preparing audit schedule
- Developing audit checklist
- Identifying audit criteria
- Collecting evidence

CONDUCTING THE AUDIT

- Opening Meeting Agenda
- Conducting Interviews
- Reviewing Documents
- Observations & Evidence Collection



AUDIT REPORTING

- Non-Conformity Report (NCR)
- Corrective Action Request (CAR)
- Audit Summary Report
- Closing Meeting



POST-AUDIT ACTIVITIES

- Monitoring Corrective Actions
- Audit Follow-up
- Management Review
- Continual Improvement



LEAD AUDITOR SKILLS



- Leadership & Team Management
- Decision Making
- Communication & Interviewing Skills
- Report Writing
- Handling Conflict

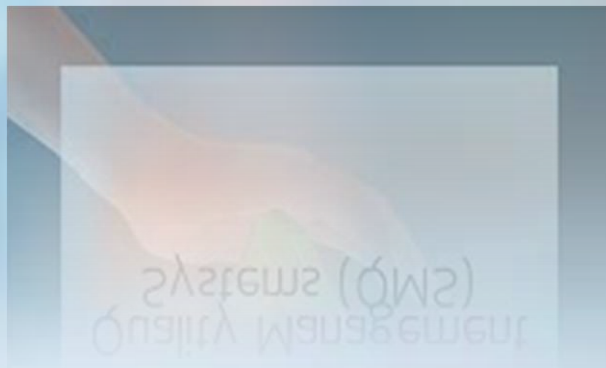
TOOLS AND TECHNIQUES

- – Risk-Based Thinking
- – Root Cause Analysis
- – 5 Whys, Fishbone Diagram
- – SWOT Analysis



CERTIFICATION AND ASSESSMENT

- Internal Assessment Exam
- Practical Audit Exercise
- Certificate Issuance
(Internal Lead or Lead Auditor)



SUMMARY & KEY TAKEAWAYS

- Importance of ISO 9001 Auditing
- Your role as Internal/Lead Auditor
- Continuous learning is key
- Prepare for real-time audits



CONTACT & SUPPORT

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