Essential Internal Auditor Training for ISO 9001:2015 Training Course

18 - 22 May 2026

Geneva

6200 € (Per Person)

Ref: #QUA5707_485571

Course Introduction / Overview:

The ISO 9001:2015 standard is the global benchmark for Quality Management Systems (QMS), and internal auditors are the key to ensuring its effectiveness. This training course is designed to provide professionals, quality managers, and aspiring auditors with the framework and practical skills to conduct an effective internal audit of a QMS based on the ISO 9001:2015 standard. It goes beyond a simple reading of the standard to explore the strategic principles of an audit, including audit planning, audit techniques, and reporting on non-conformities. We will explore how to add genuine value to an organization through a risk-based audit that identifies both non-conformities and opportunities for improvement. The curriculum is informed by the foundational work of global academics like Dr. Walter A. Shewhart, whose work on Statistical Process Control and the Plan-Do-Check-Act (PDCA) cycle is the conceptual bedrock of the ISO 9001 standard. His principles provide a valuable lens for understanding the continuous improvement requirements of the standard. This program provides a clear blueprint for turning a standard requirement into a powerful tool for organizational learning and process excellence. BIG BEN Training Center is committed to empowering professionals to become effective and value-adding auditors.

Target Audience / This training course is suitable for:

- Quality managers and coordinators.
- Internal auditors.
- Compliance officers.
- Process owners.
- Department heads.
- Management representatives.
- Continuous improvement specialists.

Target Sectors and Industries:

- All sectors that implement ISO 9001.
- Manufacturing and engineering.
- Financial services.
- Healthcare.
- Information technology.
- Service industries.
- Government agencies and public services.

Target Organizations Departments:

- Quality Assurance.
- Operations.
- Compliance.
- Human Resources.
- Management.
- Sales and Marketing.
- Internal Audit.

Course Offerings:

By the end of this course, the participants will have able to:

- Understand the requirements of the ISO 9001:2015 standard.
- Apply the principles of a risk-based audit.
- Plan and prepare for an internal audit.
- Conduct an effective on-site and remote audit.
- Gather objective evidence and write non-conformity reports.
- Communicate audit findings to management.
- Follow up on corrective actions.
- Develop a personal plan for an effective audit program.

Course Methodology:

This training course uses a highly interactive and case-based methodology to ensure participants gain actionable skills in internal auditing. The program incorporates detailed case studies of real-world scenarios, demonstrating how to handle difficult situations during an audit and how to write a clear and concise report. We will use interactive workshops and simulated audits to practice critical skills like preparing an audit checklist, conducting an opening and closing meeting, and interviewing auditees. The course includes a hands-on group project where participants will work together to conduct a fully simulated internal audit of a fictional company based on the ISO 9001 standard. BIG BEN Training Center believes that hands-on training is essential for mastering these new ways of working. Our expert facilitators will guide discussions and provide personalized feedback, ensuring that participants leave with the confidence and practical experience needed to perform a successful audit.

Course Agenda (Course Units):

Unit One: Foundations of the ISO 9001 Standard

- The history of ISO 9001.
- The seven quality management principles.
- Understanding the clauses of ISO 9001:2015.
- The role of risk-based thinking.
- The PDCA cycle.

Unit Two: The Role of the Internal Auditor

- The responsibilities of an internal auditor.
- The principles of an ethical and professional audit.
- Audit planning and program management.
- Creating an audit checklist.
- The human side of auditing.

Unit Three: Conducting the Audit

- The stages of an audit (opening, on-site, closing).
- Effective audit techniques.
- Gathering objective evidence.
- Identifying non-conformities and opportunities for improvement.
- Interviewing skills for auditors.

Unit Four: Reporting and Follow-Up

- Writing a clear and concise audit report.
- Classifying non-conformities.
- The corrective action process.
- Verifying the effectiveness of corrective actions.
- Communicating findings to management.

Unit Five: The Future of Auditing

- Auditing for risk and opportunities.
- Remote auditing techniques.
- Auditing for cultural compliance.
- The role of technology in auditing.
- Developing a personal action plan.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can an internal auditor, who is tasked with finding non-conformities, also act as a valuable partner to the organization by identifying opportunities for genuine process improvement?

What unique qualities does this course offer compared to other courses?

This training course is a highly specialized program that focuses on the practical application and strategic value of internal auditing for the ISO 9001:2015 standard. We go beyond a simple focus on compliance to provide a holistic framework for a professional who can add genuine value to their organization. Our curriculum is tailored to address the specific needs of modern professionals, providing them with the frameworks to manage not just the audit process but also the relationships and communication that are essential for success. The course distinguishes itself by emphasizing not only the technical skills needed to understand the ISO 9001 standard but also the strategic and interpersonal skills required to lead a successful audit. By focusing on both the practical and the strategic aspects of internal auditing, this program provides an invaluable skill set that is essential for any professional committed to a career in quality or compliance.