Advanced ISO 9001:2015 Lead Auditor Training Course

21 - 25 Dec 2026

Cape town

4600 € (Per Person)

Ref: #ISO2727_278388

Course Introduction / Overview:

This intensive training course is designed to provide participants with the comprehensive knowledge and practical skills required to conduct and lead first, second, and third-party audits of Quality Management Systems (QMS) against ISO 9001:2015. The curriculum delves deep into the principles and practices of effective QMS auditing in accordance with ISO 19011, "Guidelines for auditing management systems". We move beyond simple clause interpretation to explore the philosophy of quality championed by pioneers like W. Edwards Deming, focusing on continual improvement and the process approach. Participants will learn to apply risk-based thinking throughout the audit cycle, from planning and preparation to reporting and follow-up. This program, offered by BIG BEN Training Center, emphasizes the development of critical lead auditor competencies, including team management, communication, and conflict resolution. By referencing key industry texts such as "The ASQ Certified Quality Auditor Handbook", we ensure the content is both academically robust and practically applicable. This course equips aspiring auditors to not only verify compliance but also to act as catalysts for organizational excellence, driving tangible improvements in quality performance and customer satisfaction.

Target Audience / This training course is suitable for:

- Quality managers and directors.
- Aspiring QMS lead auditors and internal auditors.
- Management system consultants and advisors.
- Compliance and regulatory affairs managers.
- Operations and production managers.
- Supplier quality and procurement specialists.
- Individuals responsible for implementing or maintaining an ISO 9001:2015 QMS.
- Project managers seeking to understand quality audit requirements.

Target Sectors and Industries:

- Manufacturing and engineering sectors.
- Healthcare and pharmaceutical industries.
- Information technology and software development.
- Construction and civil engineering.
- Aerospace and automotive industries.
- Energy, oil, and gas sectors.
- Governmental and public sector organizations.
- Service industries including finance, logistics, and hospitality.

Target Organizations Departments:

- Quality Assurance and Quality Control.
- Internal Audit and Compliance.
- Operations and Production.
- Procurement and Supply Chain Management.
- Engineering and Product Development.
- Risk Management.
- Corporate Governance.
- Customer Service and Relations.

Course Offerings:

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

- Interpret the requirements of ISO 9001:2015 within the context of an audit.
- Understand the roles and responsibilities of a lead auditor.
- Apply the guidelines of ISO 19011 to a QMS audit.
- Plan, manage, and lead an audit team for a full QMS audit.
- Master the techniques of audit interviewing, evidence gathering, and observation.
- Generate effective audit findings and write clear, concise non-conformity reports.
- Conduct opening and closing meetings with confidence and professionalism.
- Evaluate the effectiveness of corrective actions and conduct follow-up audits.
- Develop the leadership skills necessary to manage the audit process and team dynamics.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive and experiential, ensuring that participants gain practical skills they can immediately apply in their professional roles. We move beyond traditional lecture-based learning by incorporating a dynamic blend of expert-led presentations, intensive group workshops, and detailed case studies based on real-world scenarios. A significant portion of the course is dedicated to role-playing exercises, including simulated audit planning sessions, mock opening and closing meetings, and live audit interviews. This hands-on approach allows participants to practice and refine their auditing techniques in a controlled and supportive environment. Constructive feedback is provided throughout by the instructor and peers, fostering a collaborative learning atmosphere. We emphasize teamwork and problem-solving through group activities that challenge participants to analyze audit evidence, classify non-conformities, and develop comprehensive audit reports. This immersive methodology ensures a deep understanding of not just the theory but the practical application of lead auditing principles.

Course Agenda (Course Units):

Unit One: Foundations of QMS and Auditing

- Introduction to ISO 9000 family of standards.
- Detailed review of the seven Quality Management Principles.
- In-depth analysis of ISO 9001:2015 clauses and requirements.
- Understanding the process approach and risk-based thinking.
- Introduction to management system auditing and ISO 19011.
- Roles, responsibilities, and characteristics of an auditor.
- The complete audit cycle and its phases.

Unit Two: Planning and Initiating the ISO 9001 Audit

- Establishing the audit objectives, scope, and criteria.
- Determining audit feasibility and resource allocation.
- Conducting the Stage 1 audit (document review).
- Developing a comprehensive audit plan and schedule.
- Preparing audit work documents, including checklists and forms.
- Assembling and managing the audit team.
- Understanding the context of the organization to be audited.

Unit Three: Conducting the On-Site Audit

- Managing the opening meeting effectively.
- Communication techniques for auditors.
- Gathering and verifying audit evidence through interviews, observation, and document review.
- Psychology of auditing and handling difficult situations.
- Generating accurate and objective audit findings.
- Managing time and resources during the on-site audit.
- Daily audit team meetings and progress reviews.

Unit Four: Audit Reporting and Concluding the Audit

- Evaluating and classifying audit findings (conformities, non-conformities, observations).
- Writing clear and value-added non-conformity statements.
- Preparing the audit report and its key components.
- Conducting the closing meeting with top management.
- Presenting audit findings and conclusions effectively.
- Understanding the dynamics of the closing meeting.
- Finalizing and distributing the audit report.

Unit Five: Audit Follow-up and Certification Activities

- Developing and evaluating corrective action plans.
- The process of verifying the implementation and effectiveness of corrective actions.
- Conducting follow-up audits.
- Understanding the principles of continual improvement.
- The role of the lead auditor in the certification and surveillance process.
- Code of ethics and professional conduct for auditors.
- Course review, final assessment, and open forum.

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 does a lead auditor balance the need for rigorous compliance with the promotion of a culture of continual improvement rather than a culture of fear?

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

This course distinguishes itself by focusing on developing the lead auditor as a strategic business partner rather than merely a compliance checker. While other programs may concentrate heavily on the technical interpretation of ISO 9001 clauses, our curriculum dedicates significant time to the nuanced skills that define an exceptional lead auditor. We explore the psychology of auditing, equipping participants with advanced communication, negotiation, and conflict resolution techniques essential for managing complex audit situations and team dynamics. The training emphasizes a deep integration of risk-based thinking, teaching auditors how to identify and prioritize risks within an organization's processes, thereby adding tangible value beyond a simple pass-or-fail assessment. Our methodology, rich with realistic case studies and intensive role-playing, simulates the pressures and challenges of a live audit, ensuring participants build confidence and practical competence. The course content is structured to foster critical thinking, enabling graduates to assess not just conformity, but the genuine effectiveness and maturity of a Quality Management System, making them true agents of organizational improvement.