ISO 9001:2015 Lead Auditor Quality Management Systems Training Course



19 - 23 Oct 2026

Düsseldorf

5900 € (Per Person)

Ref: #ISO2991_65386

Course Introduction / Overview:

This intensive training course provides a comprehensive framework for mastering the principles and practices of auditing Quality Management Systems (QMS) against the ISO 9001:2015 standard. The program is meticulously designed to equip participants with the knowledge and skills required to plan, conduct, report, and follow up on a QMS audit effectively. Moving beyond theoretical knowledge, this course delves into the practical application of auditing techniques, emphasizing the process approach and risk-based thinking that are central to the modern standard. We will explore the philosophies of quality pioneers like W. Edwards Deming, whose principles on continual improvement form the bedrock of ISO 9001. Participants will gain insights comparable to those found in seminal texts such as "The ASQ Certified Quality Auditor Handbook," learning to assess an organization's ability to meet its own quality objectives alongside statutory and regulatory requirements. BIG BEN Training Center has developed this program to transform attendees into competent lead auditors who can drive significant value and foster a culture of quality excellence within their organizations, ensuring that every audit becomes an opportunity for genuine improvement rather than a simple compliance check.

Target Audience / This training course is suitable for:

- Quality Managers and Directors.
- Aspiring QMS Lead Auditors and Internal Auditors.
- Quality Assurance and Quality Control Professionals.
- Management System Consultants and Advisors.
- Compliance and Regulatory Affairs Managers.
- Project Managers and Operations Managers.
- Individuals responsible for implementing or maintaining an ISO 9001:2015 QMS.

Target Sectors and Industries:

- Manufacturing and Engineering.
- Information Technology and Software Development.
- Healthcare and Pharmaceutical.
- Construction and Civil Engineering.
- Aerospace and Automotive.
- Energy and Utilities.
- Governmental and Public Sector Agencies.
- Consulting and Professional Services.

Target Organizations Departments:

- Quality Assurance and Control.
- Operations and Production.
- Compliance and Regulatory Affairs.
- Internal Audit.
- Procurement and Supply Chain Management.
- Engineering and Product Development.
- Management and Executive Leadership.

Course Offerings:

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

- Interpret the requirements of ISO 9001:2015 in the context of a QMS audit.
- Understand the roles and responsibilities of a lead auditor.
- Apply the principles and guidelines of auditing from ISO 19011.
- Plan and prepare for all stages of a first, second, and third-party QMS audit.
- Develop and utilize effective audit checklists and documentation.
- Conduct opening and closing meetings with confidence and professionalism.
- Gather objective evidence through effective interviewing, observation, and sampling techniques.
- Evaluate audit findings and determine conformity, non-conformity, and opportunities for improvement.
- Write clear, concise, and value-added audit reports and non-conformity statements.
- Manage the audit team and the overall audit process from start to finish.
- Verify the effectiveness of corrective actions and conduct follow-up audits.

Course Methodology:

The training methodology employed by BIG BEN Training Center is designed for maximum engagement and practical skill development. This course moves beyond traditional lectures to create an immersive learning environment. We utilize a blend of interactive presentations, detailed case studies drawn from real-world audit scenarios, and dynamic group workshops. Participants will actively engage in role-playing exercises that simulate every stage of the audit process, from planning and conducting audit interviews to presenting findings in a closing meeting. This hands-on approach allows attendees to practice and refine their skills in a supportive and controlled setting. Collaborative activities and team-based problem-solving sessions encourage the sharing of diverse perspectives and experiences. Continuous feedback is a cornerstone of our method, with expert instructors providing personalized guidance and constructive critiques to help each participant build confidence and competence. The curriculum is structured to ensure that theoretical concepts are immediately reinforced with practical application, solidifying learning and ensuring that skills are directly transferable to the workplace.

Course Agenda (Course Units):

Unit One: Foundations of QMS and ISO 9001:2015

- Introduction to Quality Management Systems and the ISO 9000 family of standards.
- Understanding the seven Quality Management Principles.
- Detailed review of ISO 9001:2015 clauses and requirements.
- The process approach and Plan-Do-Check-Act (PDCA) cycle.
- The concept of risk-based thinking in a QMS.
- Types of audits (first, second, and third-party) and their objectives.
- The role of accreditation and certification bodies.

Unit Two: Audit Planning and Preparation

- Introduction to ISO 19011:2018 guidelines for auditing management systems.
- Roles, responsibilities, and competencies of the audit team and lead auditor.
- Initiating the audit and establishing initial contact with the auditee.
- Conducting a stage 1 audit (document review).
- Developing a comprehensive audit plan and schedule.
- Preparing audit work documents, including checklists and sampling plans.
- Managing the logistics of the audit program.

Unit Three: Conducting On-Site Audit Activities

- Conducting the opening meeting to set the tone and expectations.
- Effective communication techniques for auditors.
- Gathering objective audit evidence through interviews, observation, and document review.
- Mastering audit sampling techniques to ensure representative findings.
- Evaluating audit evidence against audit criteria.
- Managing time and maintaining the audit trail.
- Handling challenging situations and difficult auditees.

Unit Four: Audit Reporting and Non-conformity Management

- Generating and classifying audit findings (conformity, non-conformity, observation).
- The principles of writing clear and value-added non-conformity reports.
- Preparing the audit report and its key components.
- Presenting audit findings and conclusions effectively.
- Understanding the process for corrective action and root cause analysis.
- The auditee's role in responding to audit findings.
- Techniques for effective audit team meetings.

Unit Five: Concluding the Audit and Auditor Development

- Conducting the closing meeting with top management.
- Finalizing and distributing the audit report.
- The process of audit follow-up and verification of corrective actions.
- Managing a complete audit program.
- Auditor competence, evaluation, and professional ethics.
- Continuous professional development for lead auditors.
- Preparation for final examination and course summary.

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:

Beyond identifying non-conformities, how can a lead auditor act as a catalyst for genuine, sustainable continual improvement within an organization's culture?

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

This course distinguishes itself by moving beyond mere compliance and focusing on the development of value-added auditing skills. While many programs teach how to check clauses against a standard, our curriculum emphasizes the strategic role of the lead auditor in driving organizational excellence. We dedicate significant time to mastering risk-based thinking, enabling participants to identify and assess risks and opportunities within a QMS, not just procedural gaps. The training delves into the psychology of auditing, equipping attendees with advanced communication and interpersonal skills needed to manage complex audit situations and foster a collaborative rather than confrontational atmosphere. Our methodology is heavily reliant on realistic, complex case studies and role-playing scenarios that challenge participants to think critically and make judgments as they would in a live audit. This practical immersion ensures that the skills learned are not just theoretical but are deeply ingrained and immediately applicable. The focus is on transforming the audit from a required activity into a powerful management tool for continual improvement, providing a level of strategic insight and practical capability that is often overlooked in standard certification courses.