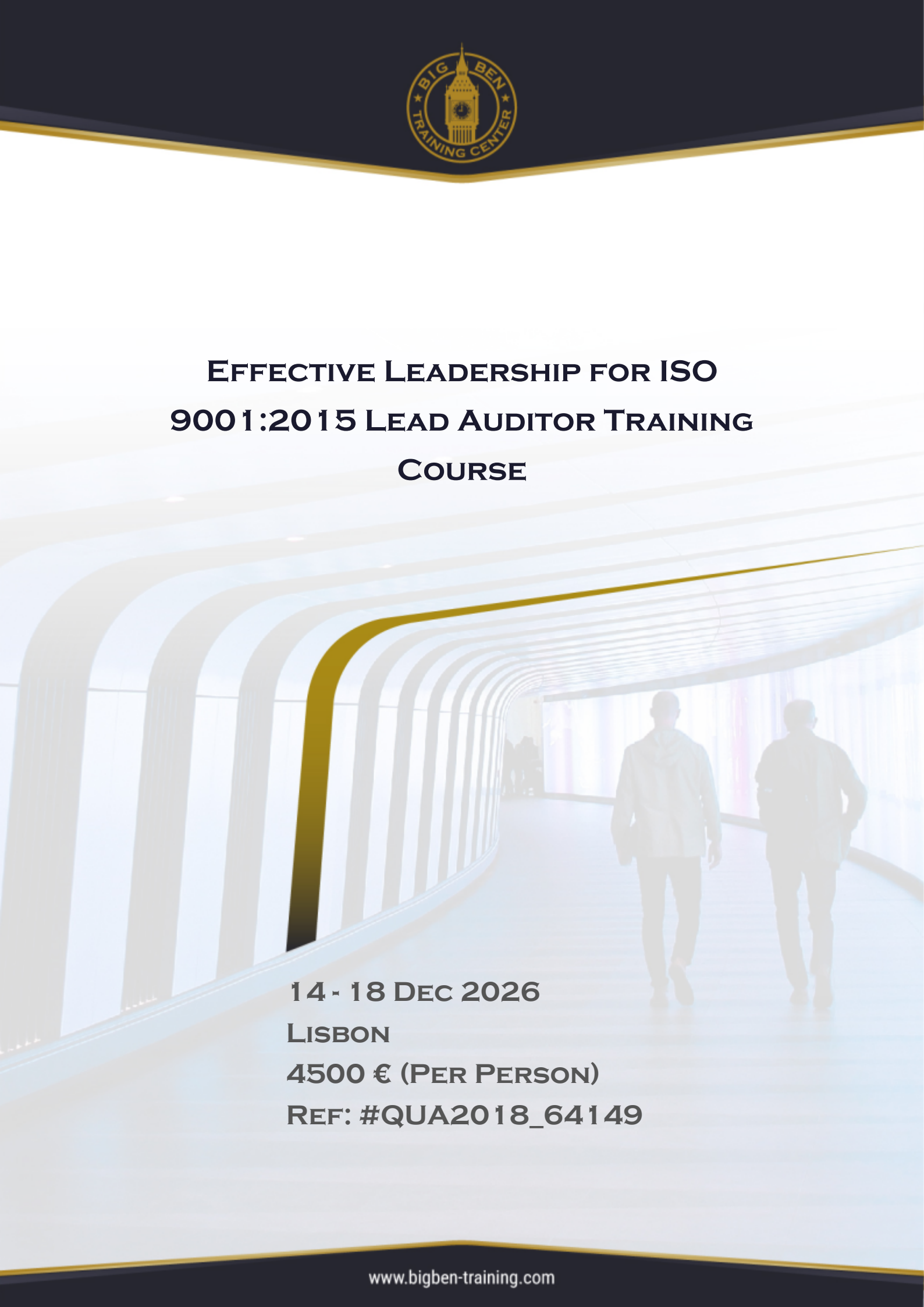
Effective Leadership for ISO 9001:2015 Lead Auditor Training Course



14 - 18 Dec 2026

Lisbon

4500 € (Per Person)

Ref: #QUA2018_64149

Course Introduction / Overview:

The role of lead auditor for ISO 9001:2015 has evolved from simple compliance to a strategic function that drives organizational performance and continuous improvement. This training course is designed to provide aspiring and current lead auditors with the frameworks and practical skills to conduct a thorough and effective audit, while also acting as a strategic partner to management. It goes beyond the standard checklist approach to focus on a risk-based auditing methodology that identifies areas of genuine concern and opportunity. We will explore how to plan an audit, conduct interviews, and write a clear, concise report that provides valuable insights for the organization's leaders. The curriculum is informed by the foundational work of global academics like Joseph M. Juran, a key figure in the field of quality management. His work emphasized that quality is a journey, not a destination. This program provides a clear blueprint for turning an audit into a powerful tool for strategic improvement. BIG BEN Training Center is committed to empowering professionals to lead with confidence and integrity.

Target Audience / This training course is suitable for:

- Quality managers and engineers.
- Internal and external auditors.
- Management representatives.
- Continuous improvement specialists.
- Project managers.
- Consultants.
- Government agencies.

Target Sectors and Industries:

- Manufacturing and engineering.
- Service industries.
- Healthcare and pharmaceuticals.
- Technology and software.
- Financial services.
- Aerospace and defense.
- Government agencies and public services.

Target Organizations Departments:

- Quality Assurance.
- Operations.
- Compliance.
- Internal Audit.
- Risk Management.
- Project Management Office (PMO).
- Human Resources.

Course Offerings:

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

- Plan, conduct, and report on an ISO 9001:2015 audit.
- Apply a risk-based auditing methodology.
- Lead an audit team with confidence.
- Communicate audit findings to management.
- Identify opportunities for continuous improvement.
- Understand the principles of the ISO 9001:2015 standard.
- Prepare an organization for a certification audit.
- Develop a personal action plan for auditing excellence.

Course Methodology:

This training course uses a highly interactive and case-based methodology to ensure participants gain actionable skills in ISO 9001:2015 auditing. The program incorporates detailed case studies of real-world audit scenarios, including how to handle a difficult auditee, what to look for in a process-based audit, and how to write a non-conformity report that is both accurate and constructive. We will use interactive workshops and role-playing exercises to practice critical skills like conducting an opening meeting, interviewing a department head, and presenting a closing summary. The course includes a hands-on group project where participants will work together to conduct a full mock audit of a fictional organization. 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 lead a successful audit.

Course Agenda (Course Units):

Unit One: Foundations of a Quality Management Audit

- The principles of ISO 9001:2015.
- The role of the lead auditor.
- Understanding the audit process.
- The Plan-Do-Check-Act cycle.
- Key concepts of risk-based auditing.

Unit Two: Planning the Audit

- The audit program and plan.
- Defining the scope and objectives.
- Developing an audit checklist.
- Gathering and reviewing preliminary information.
- Preparing for a remote audit.

Unit Three: Conducting the Audit

- The opening meeting.
- Gathering objective evidence.
- Interview techniques.
- Observing processes and procedures.
- The closing meeting.

Unit Four: Reporting and Follow-Up

- Writing a clear and concise audit report.
- Identifying and documenting non-conformities.
- Presenting findings to management.
- The role of corrective and preventive actions.
- Following up on audit findings.

Unit Five: Professional Skills of a Lead Auditor

- Communicating with stakeholders.
- Building a professional relationship with the auditee.
- Ethical considerations for an auditor.
- The future of quality auditing.
- Developing a personal leadership roadmap.

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 a lead auditor, whose role is often seen as a compliance function, become a strategic partner to leadership by identifying opportunities for genuine business 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 and strategic aspects of being a lead auditor, which sets it apart from generic courses on ISO 9001:2015. We go beyond a simple focus on the standard's clauses to provide a holistic framework for conducting an audit that adds real business value. Our curriculum is tailored to address the specific needs of lead auditors, providing them with the tools to manage not just the technical aspects of the audit but also the human and organizational ones. The course distinguishes itself by emphasizing not only the technical skills needed to find non-conformities but also the leadership and communication skills required to influence a positive outcome. By focusing on both the practical and the strategic aspects of auditing, this program provides an invaluable skill set that is essential for any professional committed to a career in quality management.