



ISO 9001:2015

QUALITY MANAGEMENT SYSTEMS

Course Description:

This 2-day intensive training program is designed to equip participants with the necessary skills and knowledge to conduct internal audits in accordance with the ISO 9001:2015 Quality Management System and ISO 19011:2018 Guidelines for Auditing Management Systems standards. The course covers the key principles of auditing, the requirements of ISO 9001, and practical auditing techniques to enhance the effectiveness of internal audits.

Benefits:

- Gain a comprehensive understanding of ISO 9001:2015 requirements
- Develop internal auditing skills to ensure conformance with ISO 9001 standards
- Enhance the effectiveness of organization's Quality Management System
- Improve audit processes and contribute to continuous improvement initiatives

Assessment:

A written examination and practical assessment will be conducted to evaluate participants' understanding and application of the ISO Management Systems auditing concepts.



WHAT WILL YOU LEARN:

- Introduction to ISO 9001:2015
- Overview of Quality Management Principles
- Principles of Auditing
- ISO 19011 Guidelines for Auditing Management Systems
- Conducting the Audit: Techniques and Best Practices
- Reporting Audit Findings
- Corrective Action and Follow-up
- Case Studies and Practical Exercises

CERTIFICATION:

Participants who successfully complete the course and pass the assessment will receive a Certificate of Achievement as Internal Auditor.

COURSE FEE INCLUDES:

- Certificate of Attendance / Achievement
- Training materials
- Examination fee

REGISTRATION:



RM 864.00

*Contact us for Inhouse Training quotation.



UPON COMPLETION, YOU WILL BE ABLE TO:



Understand the ISO 9001:2015 standard and its relevance to Quality Management Systems.



Interpret and apply the principles of auditing in accordance with ISO 19011.



Plan, conduct, and report on internal audits effectively.



Identify non-conformities and propose corrective actions.



Enhance communication and interviewing skills for effective auditing.

COURSE OUTLINE

DESCRIPTION

ISO 9001:2015 promotes the adoption of a process approach when developing, implementing and improving the effectiveness of a quality management system, to enhance customer satisfaction by meeting customer requirements. Specific requirements considered essential to the adoption of a process approach are included.

An internal audit one of the core processes in contributing towards effective implementation of ISO 9001:2015 at the workplace. Internal audit course in ISO 9001:2015 will benefit the organization to improve their performance by developing the necessary skills to assess and report on the conformance and implementation of processes based on ISO 9001.

The participants will learn how to initiate an audit, prepare and conduct audit activities, compile and distribute audit reports and complete follow-up activities.


OBJECTIVES

- Be able to prepare for conducting an audit based on ISO 9001:2015 standards.
- Know the process for conducting an audit.
- Write performance evaluation report.

TOPICS

- ISO 9001:2015 quick recap
- Auditing Elements
- Audit Planning
- Audit Preparation
- Audit Performing
- Non-Conformance Reporting
- Audit Reporting
- Report Assessment

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