

# **Certified ISO 9001 Lead Auditor: Quality Management Expert**

10 – 14 May 2027  
Casablanca (Morocco)

UK Training

# **PARTNER**



## Certified ISO 9001 Lead Auditor: Quality Management Expert

**Ref:** 3048\_149781 **Date:** 10 – 14 May 2027 **Location:** Casablanca (Morocco) **Fees:** 4200 GBP

### Why This Course

Effective auditing is fundamental to ensuring the quality, consistency, and continuous improvement of organizational processes. ISO 9001 Lead Auditors play a pivotal role in verifying compliance, identifying opportunities for improvement, and guiding organizations toward operational excellence.

The ISO 9001 Lead Auditor Mastery Program is a comprehensive 5-day training experience designed to develop high-impact auditors who can confidently plan, execute, and lead full audit cycles. Through practical simulations, real-world case studies, and interactive exercises, participants will gain the leadership, technical, and communication skills needed to conduct QMS audits effectively and support continuous improvement initiatives.

### What You'll Learn and Practice

By the end of this program, participants will be able to:

- Interpret ISO 9001:2015 requirements and apply quality management principles.
- Plan, conduct, and report on QMS audits following ISO 19011 guidelines.
- Lead audit teams with clarity, professionalism, and confidence.
- Identify nonconformities, analyze root causes, and recommend improvement actions.
- Communicate effectively with auditees and stakeholders throughout the audit process.

### Program Flow

#### Day 1: Introduction to ISO 9001 and Quality Management Systems

- Overview of ISO 9001:2015 requirements and structure.
- Understanding the seven Quality Management Principles.
- Applying the process approach and risk-based thinking.
- QMS documentation requirements and hierarchy.
- Exercise: Mapping organizational processes to ISO 9001 clauses.

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A graphic illustration of a chessboard with several chess pieces. A large gold king piece is prominent in the foreground, with a silver pawn and a gold pawn nearby. The background shows concentric circles and a checkered pattern.

## Day 2: Audit Principles and Preparation

- Types of audits: internal, external, certification, surveillance.
- Core audit principles and ethics per ISO 19011.
- Roles and responsibilities of auditors and lead auditors.
- Developing audit programs, plans, checklists, and sampling strategies.
- Workshop: Building a risk-based audit plan.

## Day 3: Conducting the Audit

- Opening meetings and setting the right tone.
- Techniques for gathering audit evidence: observation, interviews, review.
- Effective questioning and listening skills.
- Identifying, classifying, and documenting nonconformities accurately.
- Simulation: Conducting interviews and identifying gaps in a mock audit.

## Day 4: Audit Reporting and Follow-Up

- Evaluating and summarizing audit findings.
- Writing clear and concise nonconformity statements aligned to ISO clauses.
- Preparing a structured and objective audit report.
- Leading closing meetings and ensuring stakeholder alignment.
- Post-audit follow-up: corrective actions and verification.
- Exercise: Drafting a complete audit report for a sample case.

## Day 5: Leading the Audit Team and Continuous Improvement

- Managing and motivating audit teams for optimal performance.
- Handling conflict, disagreements, and pressure situations during audits.
- Improving audit processes through lessons learned and feedback loops.
- Final written assessment and course closure.
- Activity: Leadership simulation for managing a multi-auditor team.

## Individual Impact

- Confidence to lead ISO 9001 audits independently and professionally.
- Strong technical competence in identifying nonconformities and improvement opportunities.
- Improved interviewing, communication, and leadership skills.
- Solid readiness for professional Lead Auditor certification pathways.

## Organizational Impact

- Stronger audit programs aligned with ISO 9001 and ISO 19011 principles.
- Enhanced QMS performance through better findings and actionable insights.
- Increased compliance, transparency, and continuous improvement culture.
- More capable and confident internal audit teams.

## Training Methodology

This program emphasizes practical, hands-on learning through:

- Realistic audit simulations and role-plays.
- Interactive discussions and applied exercises.
- Case studies based on actual audit scenarios.
- Tools, templates, and checklists for immediate workplace use.

## Beyond the Course

Participants will leave fully equipped to lead QMS audits with precision, professionalism, and confidence—contributing to stronger systems, improved performance, and sustained organizational quality.

A graphic of a chessboard with several chess pieces (king, queen, rook, knight, and pawns) in gold and silver, set against a background of concentric circles.

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