

PAS101: ISO 9001:2015 Certified Lead Auditor Training

E-learning Course Duration: 14 Hours

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Chapter - 1: CONTENTS OF ISO 9001:2015 CERTIFIED LEAD AUDITOR TRAINING E-LEARNING COURSE

Sr. No.	The entire e-learning course has 9 main parts as below	Details
1.	Lectures	No. of slides
	1. Session – 1 : Overview of ISO 9001:2015 Standard	20
	2. Session – 2 : ISO 9001:2015 Principles	10
	3. Session – 3 : ISO 9001:2015 Requirements	44
	4. Session – 4 : Documented Information	12
	5. Session – 5 : Risk Management	21
	6. Session – 6 : QMS Audit Process	38
	7. Session – 7 : Audit Term & Definitions, Roles & Responsibilities	20
	8. Session – 8 : Performing an Audit based on ISO 9001:2015	20
	9. Session – 9 : Nonconformity and Corrective Action	15
	Total no. of slides (with Audio lectures) →	200
2.	Hand-outs (each session detail document is given in PDF and participant can download, print, or save it for future reference)	Approx. 120 Pages in PDF
3.	Session Exams at end of each session and Final Exam	Total 10 Exams
4.	Audit Checklist as per Department-wise and Clause-wise	Approx. 400 audit questions
5.	ISO 9001 Certified Lead Auditor Training Certificate	Award Certificate

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Part – 1 Lectures:

Under this part total nine sessions are given as Presentations with explanatory audio to understand the subject.

➤ **Session - 1 :**

In this session, participants will learn about an overview of ISO 9001:2015 standard. It covers total 20 slides on below topics:

1. Session - 1 : Overview of Course and Standard
2. Lead Auditor Course
3. ISO Facts
4. Messages From ISO 9001:2015 Standard
5. Purpose of Quality Management System and Standard
6. Benefits of ISO 9001:2015 Quality Management System
7. Benefits of ISO 9001:2015 Quality Management System (Continued...)
8. ISO 9001:2015 Quality Management Principles
9. Summarizing Seven Principles of ISO 9001:2015
10. Basic Process Model
11. Schematic Representation of Process Approach
12. Purpose of Management System Audit
13. Certification Process
14. Stage-1 Audit
15. Stage-2 Audit
16. Audit Conclusion
17. Surveillance Audits
18. Re-certification visits
19. Connectivity of System and Confirmative Assessment as per ISO 9001:2015
20. Challenges

➤ **Session - 2 :**

In this session, participants will learn about an ISO 9001:2015 principles. It covers total 10 slides on below topics:

1. Overview of Session 1
2. ISO 9001:2015 Quality Management Principle

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3. Customer Focus
4. Leadership
5. Engagement (involvement) of People
6. Process Approach
7. Improvement
8. Evidence-based Decision Making
9. Relationship Management
10. Summarizing Seven Principles of ISO 9001:2015

➤ **Session - 3 :**

In this session, participants will learn about the requirements of ISO 9001:2015 in detail. It covers total 44 slides on below topics:

1. Overview of Session 2
2. Overview of the ISO 9001:2015 Standard
3. Clauses: 1, 2 and 3
4. Clause 4.0 - Context of the organization
5. Clause 4.1 - Understanding the organization and its context
6. Considerations for determining the issues
7. Areas to identify issues from external context
8. Areas to identify issues from internal context
9. Clause 4.2 - Understanding the needs & expectations of interested parties
10. Clause 4.3 - Determining the scope of the quality management system
11. Approach of Clauses 4.1 to 4.3
12. Clause 4.4 - Quality management system and its processes
13. Clause 4.4 - Quality management system and its processes (Continued...)
14. Clause 5.0 - Leadership
15. Clause 5.1 - Leadership and Commitment
16. Clause 5.1 - Leadership and Commitment (Continued...)
17. Clause 5.2 - Quality Policy
18. Clause 5.3 - Organizational roles, responsibilities and authorities
19. Clause 6.0 - Planning
20. Clause 6.1 - Actions to address risks and opportunities
21. Clause 6.2 - Quality objectives and planning to achieve them

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- 22. Clause 6.3 - Planning of Changes
- 23. Clause 7.0 - Support
- 24. Clause 7.1 - Resources
- 25. Clause 7.2 - Competence
- 26. Clause 7.3 - Awareness
- 27. Clause 7.4 - Communication
- 28. Clause 7.5 - Documented information
- 29. Clause 8.0 - Operation
- 30. Clause 8.1 - Operational planning and control
- 31. Clause 8.2 - Requirements for products and services
- 32. Clause 8.3 - Design and Development of Products and Services
- 33. Clause 8.4 - Control of externally provided processes, products & services
- 34. Clause 8.5 - Production and service provision
- 35. Clause 8.6 - Release of products and services
- 36. Clause 8.7 - Control of nonconforming process outputs
- 37. Clause 9.0 - Performance Evaluation
- 38. Clause 9.1 - Monitoring, measurement, analysis and evaluation
- 39. Clause 9.2 - Internal audit
- 40. Clause 9.3 - Management Review
- 41. Clause 10.0 - Improvement
- 42. Clause 10.1 - General
- 43. Clause 10.2 - Nonconformity and corrective action
- 44. Clause 10.3 - Continual improvement

➤ **Session - 4 :**

In this session, participants will learn about ISO 9001:2015 documented information. It covers total 11 slides on below topics:

- 1. Overview of Session 3
- 2. What is documented information?
- 3. Flexibility in Documentation in ISO 9001:2015
- 4. ISO 9001 : 2015 Quality System Documented Information
- 5. Documented Information Four tier Document Structure
- 6. Tier :1 Quality Manual (Optional)

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7. Tier : 2 Quality Procedures (Optional)
8. Tier: 3 Quality System Documented Information
9. Tier: 4 Quality System Documented Information
10. List of Maintain Documented Information (Documents to be maintained) as per ISO 9001-2015
11. Summary of Retain Documented Information (Records to be maintained) as per ISO 9001-2015
12. Control of Documented Information

➤ **Session - 5 :**

In this session, participants will learn about Risk Management. It covers total 21 slides on below topics:

1. Overview of Session 5
2. What is Risk Management?
3. Risk Management
4. Why use risk-based thinking?
5. How we do Risk Management?
6. Risk Management Approach
7. Risk Management Process
8. Risk Management Phases
9. Phase-1: Risk Analysis
10. Severity / Impact
11. Risk Assessment in Organization
12. Risk Assessment Likelihood Examples
13. Phase-2: Risk Evaluation
14. Risk Evaluation-Managing and Qualifying Risks
15. Phase-3: Risks Monitoring and Control
16. Risk Treatment
17. Phase-4: Post-test Operation Information
18. Areas to Consider for Risk and Opportunity Identification
19. Possible Risks in an Organization
20. Possible Risks in an Organization (Continued...)
21. Clauses and Annexes where risk is addressed in ISO 9001:2015 Standard

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➤ **Session - 6 :**

In this session, participants will learn ISO 9001:2015 external Audit process. It covers total 38 slides on below topics:

1. Overview of Session 6
2. Outline of this session
3. Audit Definition
4. What is an audit?
5. Why Audit?
6. Tips for trained auditors
7. Principles of Auditing
8. Types of Audit
9. Management System Audit Techniques
10. Steps involved in audit
11. Implementing the Audit Program
12. Seven Steps of Implementation of Audit Program
13. Step no. 1 - Audit Planning
14. Contents of Audit Plan
15. Sample Audit Plan
16. Step no. 2 - Developing Checklists
17. Step no. 3 - Conducting Opening Meeting
18. Step no. 3 - Conducting Opening Meeting (continued...)
19. Step no. 4 - Conducting the audit
20. Conducting the Audit Activities
21. Interview and Questioning Techniques
22. Collecting Evidences of Compliance
23. Objective Evidences
24. Step no. 5 - Recording Audit Findings
25. Identifying Non-compliances
26. Observations (Opportunities for Improvement)
27. Nonconformity Report
28. Step no. 6 - Conducting the Closing Meeting
29. Checklist for Conducting the Closing Meeting

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30. Step no. 7 - Preparing the Audit Report
31. Contents of Audit Report
32. Conducting Audit Follow-up
33. Auditor's Qualities
34. Auditor's Personal Behavior
35. Auditor's Conduct
36. The Audited Persons' Conduct
37. Overview of the Process of Collecting and Verifying Information
38. Reference

➤ **Session - 7 :**

In this session, participants will learn about Audit Term & Definitions, Roles & Responsibilities. It covers total 20 slides on below topics:

1. Audit Terms and Definitions and Roles and Responsibilities
2. Terms and Definitions
3. Audit Roles and Responsibilities
4. Role and Responsibilities of Auditing Organization (Certifying Body)
5. Role and Responsibilities of Lead Auditor / Team Leader
6. Role and Responsibilities of Lead Auditor
7. Role and Responsibilities of Auditor
8. Role and Responsibilities of Auditee Organization
9. Role and Responsibilities of Audited Person
10. Role and Responsibilities of Guide
11. Role and Responsibilities of Observer
12. Audit Communication - Effective Communication with Auditee
13. Evaluation of the system by Auditor
14. Essential Characteristics of Auditor
15. Bad habits to avoid
16. Interviewing – A Critical Audit Step
17. Interviewing Technique
18. Questioning Technique for Interviews
19. Open Questions – Auditor's Friends
20. Need for Auditor's Confidentiality.

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➤ **Session - 8 :**

In this session, participants will learn about how to perform an audit based on ISO 9001:2015 in detail. It covers total 20 slides on below topics:

1. Performing an Audit
2. Performing audit activities
3. Overview of Quality Management System Internal Audits
4. Audit Techniques
5. Ways of Performing Audits
6. How do auditors find evidence?
7. What should be reviewed as part of document review?
8. Observations
9. Auditors' Proverb: "Seeing is believing" Visit the field! See the 'real world'!
10. Three Approaches for Auditing
11. Auditing Using Process Approach
12. Auditing Using Process Approach
13. Why Prepare a "Checklist" Before an Audit?
14. Checklist Format
15. Audit Checklists: Should and Should Not
16. Follow Audit Trails
17. Auditing Top Management
18. Always Take Notes
19. Time Management
20. Can auditors provide solutions as well..?

➤ **Session - 9 :**

In this session, participants will learn about Nonconformity and Corrective Action in detail. It covers total 15 slides on below topics:

1. Nonconformity and Corrective Action
2. Nonconformity Reporting
3. Non-conformity Report (NCR)
4. Objective Evidence
5. Wording of NCR
6. Categorizing Non-Compliances
7. Observations (Notes of Auditors)
8. Agreement between Auditor and Auditee on NCR

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9. Care to be taken while creating an NCR
10. Sample Non-Conformity Report (NCR)
11. Closing Meeting
12. Conducting the Closing Meeting
13. Communicating Audit Findings in Closing Meeting
14. Corrective Action
15. Audit Follow-up Activity.

Part – 2 Hand-outs:

For each lecture, hand-out is given in PDF format. The participant can download or print any documents to read it later to get detailed knowledge of all the six topics.

Sr. No	Name of Literature	Total Pages
1	Overview of ISO 9001:2015	11
2	Principles of Quality Management System	6
3	Clause-wise Requirements of Quality Management System	18
4	ISO 9001:2015 Documented Information	12
5	Risk Management	12
6	Management System Audit Process	26
7	Terms and Definitions, Roles and Responsibilities	12
8	Performing Actual Audit	13
9	Nonconformity reporting and corrective action	9

Part – 3 Actual Meetings and Audit Videos:

A complete video demonstration of opening – closing meetings as well as Audit meeting is provided under this section. Auditor can watch and learn how to perform audit in organization and manage the opening and closing meetings with management employees.

Sr. No	Name of Videos	Duration
1	Session 6 : Audit Opening Meeting	10 Minutes
2	Session 8 : Performing Actual Audit	6 Minutes
3	Session 9 : Conducting Audit Closing Meeting	7 Minutes

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Part – 4 Exams:

Each session contains session exam, Participants have to pass the exam after completion of each session. After passing all session exams there is one final exam, participant must have to pass exam with minimum 80% marks. User can reappear and clears each exam to complete the course and get download/print their ISO 9001:2015 lead auditor training certificate.

Part – 5 Audit Checklists:

The Audit checklists with more than 400 quality management system audit questions as below:

1. ISO 9001:2015 requirement wise questions
2. Department wise audit questions

Part – 6 Training Certificate:

After passing the exam the colorful training certificate is generated and user can download it or print it. Any one globally can cross verify the training certificate through our LMS platform.

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Chapter - 2: COURSE OBJECTIVES

Upon Completion of this course, participants will be able to:

- ✓ Familiarize yourself with ISO 9001:2015 Quality Management System (QMS) principles.
- ✓ Understand the Plan-Do-Check-Act Cycle of QMS requirements.
- ✓ Familiarize yourself with the high level structure and the framework of QMS.
- ✓ Understand the ISO 9001:2015 QMS requirements and sub-clauses.
- ✓ Understand organizational issues and context of the organization.
- ✓ Understand the needs and expectations of interested parties.
- ✓ Know about the leadership, planning, and support clauses.
- ✓ Know about the operation and performance evaluation clauses.
- ✓ Understand how improvement can be achieved in the organization.
- ✓ Understand, maintain and retain Documented Information list.
- ✓ Get the knowledge of external auditing and use of audit checklist.
- ✓ Understand the processes involved in ISO 9001:2015 auditing.
- ✓ Know about the types of auditing and questioning techniques.
- ✓ Understand how to prepare and maintain external audit records.
- ✓ Understand the new concepts of risk management and risk evaluation techniques.

Chapter - 3: WHO SHOULD ATTEND THIS COURSE?

This course is developed and brought to you by Punyam Academy; an ISO/IEC 17024 accredited training provider company, which offers various e-learning as well as classroom training courses for working professionals, college students, and other individuals for enhancing their career to new heights. Our e-learning courses help them to succeed in today's competitive environment, to renew licenses, and to update, strengthen and add quality to their existing knowledge and skills. Our courses are also useful for those who want to get certification, or start a new profession.

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Chapter - 4: USER MANUAL

Compatibility and Requirements for smoothly running our course

1. **Bandwidth:** Internet bandwidth must be 1 MBPS or higher.
2. **Operating System:** Microsoft Windows XP and higher versions, iOS, Android.
3. **Browser:** Best viewable in Mozilla Firefox, Google Chrome. Also supports Internet Explorer.
4. **Screen Resolution:** To view slides properly, you must have a screen resolution of 1024 x 768 or higher.
5. **Cookies:** You must have browser cookies enabled, so that we can maintain your current session as you navigate through the application.
6. **JavaScript:** You must have enabled JavaScript, so that application runs smoothly.
7. **Adobe Acrobat Reader:** Some documents in our application are in .pdf format, so you must have installed adobe acrobat reader in your computer to be able to read such documents that you download.
8. **Pop-up Enable:** In your browser setting, check Pop-up blocker off, or enable Pop-up window.
9. **Speaker:** You must have speakers or a headphone attached to your computer, so that you can listen to the course lecture while learning.

Click  to Purchase this Course.

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Chapter - 5: ABOUT COMPANY

Punyam Academy is an ISO/IEC 17024 certified training provider company, which offers various **ISO Training Courses** and conducts webinars for online certification as well as classroom training. We are a leading name in E-learning, training and certification on ISO standards and all other types of management system standards. Punyam Academy specializes in a complete range of courses on awareness, auditor and lead auditor courses on ISO 9001, ISO 14001, ISO 45001, ISO 22000, ISO 27001, OHSAS 18001, ISO/IEC 17025, ISO/IEC 17020, ISO/IEC 17021, FSSC 22000, ISO 27001, ISO 50001, ISO 13485, ISO 20000, ISO/IEC 17024, ISO 17034, Sedex, ISO 22301, NABH, Certified Calibration Engineer and other management system training courses. We provide E-learning courses on all of these topics through effective, enjoyable and time-saving online training sessions and webinars. We have conducted more than 300 public training programs as well as online corporate training sessions in more than 45 countries.

To review how our LMS works, [Click Here](#)

Visit Our Website for more E-learning Courses and PPT Packages:

<https://www.punyamacademy.com/eshop>

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