

QUALITY MANAGEMENT SYSTEM (QMS) AUDIT

"Driving Continuous Improvement and Compliance Through Effective QMS Auditing"

Schedule

Date	Venue	Fees (Face-to-Face)
08 - 12 Jun 2026	London, UK	USD 3495 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

Introduction

In an increasingly competitive and regulated environment, organizations need to ensure that their Quality Management Systems (QMS) are robust, effective, and compliant with ISO 9001:2015 standards. This intensive course equips participants with the knowledge and practical skills to perform and lead audits of QMS using ISO 19011:2018 guidelines.

Participants will gain a comprehensive understanding of audit planning, execution, reporting, and follow-up in alignment with internationally accepted practices. Emphasis is placed on using audits to drive improvement and ensure customer satisfaction through quality excellence.

Objectives

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

- Understand the structure and principles of ISO 9001:2015
- Apply ISO 19011:2018 auditing guidelines for QMS audits
- Plan, conduct, and report internal and supplier audits
- Evaluate QMS effectiveness and compliance
- Identify nonconformities and improvement opportunities
- Communicate findings and support continuous improvement initiatives

Why Attend

- Master the full QMS audit lifecycle using ISO 19011
- Strengthen internal controls and process consistency
- Contribute to higher product and service quality
- Learn how to identify root causes and drive corrective actions
- Improve customer satisfaction and regulatory compliance

Target Audience

This program is designed for:

- Internal auditors and audit team members
- Quality assurance professionals and QMS coordinators
- Process owners and department managers
- Compliance officers and risk managers
- Consultants preparing clients for ISO certification
- Anyone involved in quality or continuous improvement initiatives

Individual Benefits

Key competencies that will be developed include:

- Advanced understanding of ISO 9001:2015 and ISO 19011:2018
- Ability to assess compliance and effectiveness of QMS
- Skills to plan, execute, and report quality audits
- Capability to analyze data and identify improvement areas
- Stronger communication and root cause analysis techniques
- Confidence in dealing with audit evidence and findings

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Enhanced quality assurance and compliance controls
- Greater consistency in process execution and outputs
- Proactive identification of risks and opportunities for improvement
- Stronger customer focus and satisfaction
- Readiness for third-party certification or surveillance audits
- Improved employee accountability and operational efficiency

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings - In-depth analysis of ISO 9001:2015 clauses and audit expectations
- Case Studies - Real-life QMS audit scenarios and industry-specific examples
- Workshops - Practice sessions on audit planning, checklists, and writing findings
- Peer Exchange - Group discussions on audit challenges and best practices
- Tools - Templates for audit plans, reports, checklists, and nonconformity tracking

MAWA EVENTS

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Course Outline

Detailed 5-Day Course Outline

Training Hours: 7:30 AM – 3:30 PM **Daily Format:** 3–4 Learning Modules | Coffee Breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: Foundations of QMS and ISO 9001:2015

- Module 1: Introduction to QMS and ISO 9001:2015 (07:30 – 09:30)
 - Quality management principles and ISO 9001 structure
 - Key terms, definitions, and objectives of the QMS standard
- Module 2: Understanding Context and Leadership (09:45 – 11:15)
 - Identifying internal and external issues
 - Leadership commitment, roles, and responsibilities
- Module 3: QMS Planning and Risk-Based Thinking (11:30 – 01:00)
 - Quality objectives, risk/opportunity assessment
 - Planning for process performance and improvement
- Module 4: Documentation and Process Approach (02:00 – 03:30)
 - Documented information, procedures, and records
 - Mapping and auditing process-based QMS

Day 2: Audit Principles and Preparation

- Module 1: Introduction to ISO 19011 Audit Guidelines (07:30 – 09:30)
 - Principles of auditing and auditor behavior
 - Audit types: internal, external, certification
- Module 2: Planning an Audit Program (09:45 – 11:15)
 - Setting audit objectives, scope, and criteria
 - Developing risk-based audit schedules
- Module 3: Audit Preparation (11:30 – 01:00)
 - Reviewing QMS documentation and past audits
 - Creating audit checklists and work documents
- Module 4: Opening Meetings and Stakeholder Communication (02:00 – 03:30)
 - Communicating audit plans
 - Roles and expectations during audits

Day 3: Audit Execution and Evidence Collection

- Module 1: Conducting Process Audits (07:30 – 09:30)
 - Auditing inputs, activities, outputs, and metrics
 - Interviewing and observation techniques
- Module 2: Gathering and Verifying Audit Evidence (09:45 – 11:15)
 - Collecting objective evidence from processes and documents
 - Sampling methods and data accuracy
- Module 3: Identifying Findings (11:30 – 01:00)
 - Conformities, nonconformities, and observations
 - Categorizing audit findings
- Module 4: Mid-Audit Review and Feedback (02:00 – 03:30)
 - Reviewing progress and communicating interim results

Day 4: Reporting and Follow-Up

- Module 1: Closing the Audit (07:30 – 09:30)
 - Preparing for the closing meeting
 - Summarizing key findings and evidence
- Module 2: Writing the Audit Report (09:45 – 11:15)
 - Structuring clear and actionable audit reports
 - Reporting nonconformities and required actions
- Module 3: Corrective Action and Follow-Up (11:30 – 01:00)
 - Root cause analysis and correction tracking
 - Verifying effectiveness of corrective actions
- Module 4: Case Study and Peer Review (02:00 – 03:30)
 - Analyze and present sample audit results

Day 5: Continuous Improvement and Certification Readiness

- Module 1: Integrating Audit into QMS Improvement (07:30 – 09:30)
 - Using audit data to drive performance enhancement
- Module 2: Audit Program Monitoring and Review (09:45 – 11:15)
 - Metrics, trends, and audit KPIs
- Module 3: Preparing for External Certification Audits (11:30 – 01:00)
 - Readiness checklists and audit simulations
- Module 4: Final Simulation, Review & Wrap-Up (02:00 – 03:30)
 - Mock audit presentation and knowledge recap

Certification

Participants will receive a Certificate of Completion in ISO 9001:2015 QMS Audit, validating their capability to audit, assess, and improve quality management systems in line with ISO standards and global best practices.

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