

ISO 9001:2015 QMS FOR INTERNAL AUDITORS - QUALITY MANAGEMENT SYSTEM

"Building Internal Audit Competence to Drive QMS Compliance and Continuous Improvement"

Schedule

Date	Venue	Fees
13 - 17 Dec 2026	Doha, Qatar	USD 3495 per delegate

Introduction

Internal audits are a fundamental part of the ISO 9001:2015 Quality Management System (QMS), serving as a vital mechanism for ensuring compliance, driving continual improvement, and maintaining customer satisfaction. Skilled internal auditors help organizations identify gaps, mitigate risks, and enhance operational efficiency.

This comprehensive five-day training provides participants with a deep understanding of ISO 9001:2015 requirements and the tools to plan, conduct, and report internal audits effectively. Through a combination of theory, real-world examples, and practical workshops, attendees will gain the competencies needed to serve as confident and competent internal auditors.

Objectives

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

- Interpret and apply ISO 9001:2015 QMS requirements in an auditing context
- Plan and conduct internal audits based on ISO 19011 guidelines
- Identify non-conformities, assess process effectiveness, and recommend improvements
- Prepare audit reports and communicate findings professionally
- Contribute to the organization's QMS compliance and continual improvement efforts

Why Attend

- To develop the skills necessary to perform process-based internal audits
- To ensure ISO 9001:2015 compliance and readiness for external audits
- To contribute to quality performance and continuous improvement within your organization
- To improve documentation, reporting, and root cause analysis capabilities
- To reduce audit fatigue and improve organizational awareness of QMS

Target Audience

This program is designed for:

- Internal auditors and quality assurance personnel
- QMS managers and process owners
- Compliance officers and risk management staff
- Professionals preparing for ISO 9001 certification or recertification
- Anyone responsible for monitoring or evaluating quality processes

Individual Benefits

Key competencies that will be developed include:

- In-depth knowledge of ISO 9001:2015 requirements
- Audit planning, execution, and follow-up skills
- Root cause analysis and corrective action evaluation
- Effective communication of audit results
- Process analysis and performance monitoring

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Stronger internal audit capabilities aligned with ISO 19011
- Improved identification and correction of non-conformities
- Enhanced QMS documentation, evaluation, and reporting standards
- Greater readiness for external surveillance or certification audits
- A culture of continuous improvement and quality awareness

Instructional Methodology

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

- **Strategy Briefings** - Core principles of ISO 9001:2015 and ISO 19011 audit standards
- **Case Studies** - Real-life examples of audit findings and quality system non-conformities
- **Workshops** - Audit planning, checklists development, interview techniques, and reporting
- **Peer Exchange** - Sharing audit challenges, findings, and best practices
- **Tools** - Templates for audit programs, non-conformity reports, and corrective action 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: ISO 9001:2015 Requirements and QMS Foundations

Module 1: Introduction to ISO 9001:2015 (07:30 – 09:30)

- Evolution of ISO 9001 and key principles
- Structure and terminology (Annex SL)
- Benefits of implementing a QMS

Module 2: Understanding QMS Clauses (09:45 – 11:15)

- Context of the organization, leadership, and planning
- Risks, opportunities, and documented information
- Clauses 4–10 breakdown and interpretation

Module 3: Workshop – Clause Mapping Exercise (11:30 – 01:00)

- Hands-on review of QMS documentation
- Linking QMS clauses to real-world processes

Module 4: Peer Exchange – QMS Implementation Challenges (02:00 – 03:30)

- Common pitfalls and successful case studies

Day 2: Internal Auditing Principles and ISO 19011 Guidelines

Module 5: Principles of Auditing (07:30 – 09:30)

- Purpose and scope of internal audits
- Auditor attributes, ethics, and responsibilities
- ISO 19011:2018 – guidelines for auditing management systems

Module 6: Types and Approaches to Auditing (09:45 – 11:15)

- Process, product, and system audits
- Risk-based and performance-based approaches
- Vertical, horizontal, and random sampling

Module 7: Workshop – Audit Objective & Scope Development (11:30 – 01:00)

- Drafting audit objectives and checklists
- Aligning with strategic priorities and risk areas

Module 8: Audit Program Management (02:00 – 03:30)

- Establishing annual audit plans
- Auditor selection, training, and scheduling

Day 3: Conducting Internal Audits – Techniques and Tools

Module 9: Audit Planning and Preparation (07:30 – 09:30)

- Understanding the process and collecting background information
- Checklist design and audit criteria
- Notifying auditees and planning logistics

Module 10: Audit Execution – Evidence Gathering (09:45 – 11:15)

- Interviewing techniques and observation
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Document and record review

- Identifying and recording findings

Module 11: Workshop - Simulated Audit Interviews (11:30 - 01:00)

- Role-playing internal audit interviews
- Recording objective evidence

Module 12: Handling Difficult Situations (02:00 - 03:30)

- Auditor neutrality and professional conduct
- Conflict resolution and audit etiquette

Day 4: Reporting and Follow-up of Audit Findings**Module 13: Writing Audit Reports (07:30 - 09:30)**

- Structure and content of an effective audit report
- Describing findings clearly and concisely
- Classifying non-conformities

Module 14: Non-Conformance and Corrective Action (09:45 - 11:15)

- Root cause analysis methods (5 Whys, Fishbone)
- Corrective and preventive action processes
- Evaluating the effectiveness of actions taken

Module 15: Workshop - Drafting and Reviewing Audit Reports (11:30 - 01:00)

- Using real-world scenarios to write non-conformance reports
- Peer review and feedback

Module 16: Managing the Audit Cycle (02:00 - 03:30)

- Follow-up audits and continual improvement tracking
- Updating the audit program based on findings

Day 5: Audit Competency and Continuous Improvement**Module 17: Building Auditor Competence (07:30 - 09:30)**

- Competency frameworks and skill development
- Ongoing training and mentoring programs
- Maintaining impartiality and credibility

Module 18: Linking Audits to Business Improvement (09:45 - 11:15)

- Audit outcomes as strategic insights
- Leveraging audit findings for innovation and quality improvement
- Management review inputs

Module 19: Final Assessment and Group Debrief (11:30 - 01:00)

- Knowledge check and group presentations
- Audit improvement strategies

Module 20: Personal Action Plan and Certification Wrap-Up (02:00 - 03:30)

- Self-assessment and development goals
- Course wrap-up, feedback, and certificate distribution

Certification

Participants will receive a **Certificate of Completion in ISO 9001:2015 QMS for Internal Auditors**, validating their competence in planning, conducting, reporting, and following up on internal quality audits in alignment with ISO 19011 and ISO 9001:2015 requirements.

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