

ISO 9001:2015 Internal Auditor

COURSE OUTLINE · 2-DAY PROGRAMME (COMPRESSIBLE TO 1-DAY AWARENESS LEVEL)

A practical, scenario-driven course equipping participants to plan, conduct, report and follow up internal audits of a quality management system against ISO 9001:2015, using the auditing principles and process of ISO 19011. Participants leave able to run real internal audits and contribute directly to certification readiness.

Learning objectives

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

- Explain the purpose, structure and key requirements of ISO 9001:2015, including the process approach, PDCA cycle and risk-based thinking.
- Describe the principles of auditing and the role and responsibilities of an internal auditor, per ISO 19011.
- Plan an internal audit – define scope, objectives and criteria, and prepare a working audit checklist.
- Conduct an audit – run opening and closing meetings, gather and evaluate objective evidence through interviews, observation and document review, and apply sampling.
- Write clear, defensible audit findings, correctly grading conformities, non-conformities and opportunities for improvement.
- Report results and verify corrective actions through root-cause analysis and follow-up.

Who should attend

Staff being appointed as internal auditors; quality managers and management representatives; process and department heads; and anyone responsible for maintaining or preparing for ISO 9001 certification. **No prior auditing experience required.**

Format & delivery

Duration	2 days (approx. 14 contact hours). A condensed 1-day awareness version is available.
Delivery	In person or live online. Highly interactive – roughly 50% hands-on exercises, group work and a mock audit.
Class size	Up to 15–20 participants, for effective group exercises.
Materials	Certificates of completion, working audit checklists and report templates – retained by your organisation.

Day 1 – Foundations: the standard and the auditor

- **Welcome & framing** – objectives and ground rules; why internal audit matters to certification and to the organisation.
- **QMS and the seven quality management principles** – the process approach, PDCA and risk-based thinking.

- **ISO 9001:2015 clause walkthrough** – what each clause requires and what evidence satisfies it.
- **Principles of auditing per ISO 19011** – independence, evidence-based approach, professional conduct.
- **Audit planning** – scope, objectives, criteria and checklist construction.

Day 2 – Practice: conducting and reporting the audit

- **Opening meetings and audit conduct** – interviewing, observation, document review, sampling.
- **Evaluating evidence** – grading conformities, non-conformities and opportunities for improvement.
- **Mock audit exercise** – full cycle run against a realistic scenario.
- **Writing defensible findings** – statement, evidence, clause reference.
- **Reporting, root-cause analysis, corrective action and follow-up.**
- **Closing meeting and next steps** toward certification readiness.

Who delivers it

The course is delivered by a **CQI/IRCA-qualified ISO 9001:2015 Lead Auditor** holding Practitioner membership of the Chartered Quality Institute (PCQI, UK), with 15+ years strengthening quality and health-security systems across Nigeria, Sierra Leone and Uganda.

Fees are quoted per cohort, scoped to group size and delivery mode. Multi-site and repeat-cohort arrangements available.

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