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**ISO 9001  
Training, Coaching,  
and Auditing**  
Helping you  
Demystify the  
ISO 9001 Standard

Now offered in Zoom

## ISO 9001: 2015 INTERNAL AUDITOR TRAINING

### 2-DAY VIRTUAL TRAINING

Understand the basics of ISO 9001:2015 & 19011:2018  
Apply strategies to build a strong quality management system & audit program at your organization

**September 24-25, 2024**

#### LEARN & ASK QUESTIONS

Recommended  
for Management Team Members,  
ISO Coordinators and all  
employees

#### EXPLORE ISO 9001

This in-depth, sixteen-hour session  
provides participants with an  
opportunity to explore the elements of  
the ISO 9001:2015 Standard

#### LEARN AUDIT BASICS

Learn practical auditing practices like non-  
conformance writing. Case studies,  
exercises, and workshop discussions  
reinforce the lecture and notes

## PRESENTER: SUSAN GORVEATTE

Through the application of what she calls “practical magic” SUSAN GORVEATTE, has worked more than twenty-five years in Quality Management blending the right amount of art and science needed to create a formula to success for organizations to consistently meet and exceed customer expectations.

# ISO 9001: 2015 INTERNAL AUDITOR TRAINING

TOPICS INCLUDE:

## INTRODUCTION TO ISO 9001

WHAT IS A QUALITY MANAGEMENT SYSTEM?

WHY ISO 9001?

BUSINESS PROCESS FLOW/PDCA

PROCESS APPROACH MODEL

## DOCUMENTATION REQUIREMENTS

DOCUMENTATION ESSENTIALS

HOW MUCH IS ENOUGH?

TERMINOLOGY

## THE ISO 9001 CLAUSES

CONTEXT OF THE ORGANIZATION

LEADERSHIP

PLANNING

SUPPORT

OPERATIONS

PERFORMANCE EVALUATION

IMPROVEMENT

## AUDITING PRACTICES

WHAT IS AUDITING?

DEFINITIONS OF AUDITING

WHY AUDIT?

WHAT MAKES A SUCCESSFUL AUDITOR?

TYPES OF AUDITS

AUDIT PLANNING

AUDIT PREPARATION

CONDUCTING AND AUDIT

AUDIT FOLLOWUP

WRITING NONCONFORMANCES THAT STICK

PROGRAM EVALUATION AND IMPROVEMENT

