



Quality Management & Operational Excellence

ISO 9001:2015 - Quality Management Systems – Lead Auditor

Course Introduction

This training course is designed to be highly interactive and participatory.

To ensure maximum comprehension and retention, this training will utilize a variety of proven virtual learning methods such as break-out sessions for group discussions and brainstorming, virtual icebreakers, recorded videos, case studies, and readings.

Target Audience

- practitioners in quality and audits
- Senior members and managers of organisations who need to understand the significance of training employees on quality management
- Quality team members
- Professionals aspiring to undertake a quality-related certification
- Construction project owners
- Design consultants
- Construction contractors
- Architects
- Non-engineering construction professionals

Learning Objectives

- Learners will understand the key components of ISO9001:2015 and how to establish a robust quality management system for either a product or service-based organization
- Learners will appreciate the key challenges associated with the 2015 standard and how to meet to meet those challenges in a real world setting

- Learners will develop the ability to apply Quality Management Principles at every level and function of the organization
- Learners shall through discussion, role-play and case study analysis understand how to ensure the Quality Management System delivers its intended outcomes
- Learners will develop the ability to identify critical organisational processes and be able to spot weaknesses in emerging or established systems
- Learners will understand and be able to apply effective performance management principles and carry out effective internal process audits
- Learners will appreciate the purpose of Management Review and be equipped to provide suitable inputs to this process to allow Top Management to achieve continual improvement

Course Outline

• 01 DAY ONE

Welcome and Quality Module Introduction

- Management Systems, QMS and the Role of Auditors and Certification Bodies
- Organizational Context, Leadership & Resources

• 02 DAY TWO

Customer Focus – Industry Specific Criteria/KPIs Needs & Expectations of Interested Parties

- Resources: Organizational Roles, Responsibilities, Authorities and Knowledge
- Planning – Identifying and Addressing Risk and Opportunities by applying QMS principles
- Linking Quality Policy Objectives with the Organization's Business Strategy
- Documented Information – What to document

• 03 DAY THREE

Operational Planning and Control Fundamentals

- Product/Service Requirements & Statutory and Other Obligations
- Design Requirements, Inputs/Outputs & Changes

• 04 DAY FOUR

Production & Service Provision Essentials

- Identification & Traceability of Product/Service
- Control of Nonconforming outputs

• 05 DAY FIVE

Performance Evaluation and Internal Audits

- Managing Nonconformance (NC/CA/)
- Effective Management Reviews Case Study

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 6, 2025	April 10, 2025	5 days	4250.00 \$	Qatar - El Doha
June 15, 2025	June 19, 2025	5 days	2150.00 \$	Virtual - Online
Aug. 4, 2025	Aug. 8, 2025	5 days	4250.00 \$	UAE - Abu Dhabi
Dec. 1, 2025	Dec. 5, 2025	5 days	4950.00 \$	England - London