

# Z L G (Zerimar Lagnar Group)

## ISO 9001:2015 – Training & Auditor Certification

Practical, audit-ready training for Quality Management Systems (QMS) with Internal Auditor and Lead Auditor pathways.

### Audience

Quality Engineers/Managers, Operations, Document Control, Supplier Quality, and cross-functional teams supporting ISO 9001 compliance.

### Typical Duration

Awareness: 4–6 hours | Internal Auditor: 1–2 days | Lead Auditor: 3–5 days (based on scope and customization).

### Learning Objectives

- Understand ISO 9001 clause intent and evidence expectations.
- Apply risk-based thinking and process approach in auditing.
- Plan and conduct audits using ISO 19011 principles.
- Write clear nonconformities and value-added observations.
- Verify corrective actions for effectiveness.

### Course Agenda (High-Level)

- ISO 9001 overview: context, leadership, planning, support, operations, performance, improvement
- Process-based auditing and mapping (inputs/outputs, KPIs, risks)
- Audit planning: scope, criteria, checklists, sampling
- Interview techniques and evidence collection
- Nonconformity grading, writing, and reporting
- Corrective action follow-up and effectiveness checks

### What You Receive

- Course slides and participant workbook (PDF)
- Audit checklist templates (process and clause-based)
- Exam (for certification) and certificate of completion
- Sample audit report format and NCR writing examples

## **Delivery Options**

Live virtual | On-site | Hybrid. Customization available using your procedures, forms, and prior findings.

## **Contact**

Use the website contact form to request a quote or schedule training. Include your industry, headcount, sites, and target certification timeline.