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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

2-DAY VIRTUAL ZOOM TRAINING

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

NEW CLASS April 3-4, 2025

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.

GET IN TOUCH:

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● www.gorveatteconsulting.com

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

