



GET TO KNOW THE ISO 9001:2015 STANDARD AND NETWORK WITH OTHERS

ISO 9001: 2015 Internal Auditing Training October 3-4, 2019

2 Days
9:00am-4:30pm
\$525.00 plus HST

Location:
**Occupational Health &
Educational Services**
10 Akerley Blvd, Unit 42
Free Parking Available

Call

**902-434-9003
To Book Your
Training Today**

**Learn the requirements of
ISO 9001:2015
Understand the basics of
ISO 19011:2018
Apply strategies to build a
strong quality
management system at
your organization**

Recommended for Management Team Members, ISO Coordinators and all employees, this in-depth, sixteen-hour session provides participants with an opportunity to explore the elements of the ISO 9001:2015 Standard and learn how to perform process audits on an already implemented quality management system. Participants learn the requirements of the new ISO 9001:2015 Standard understand the changes to the Standard and learn practical auditing practices like non-conformance writing. Case studies, exercises, and workshop discussions reinforce the lecture and notes.

Certificates of attendance will be issued upon completion of this session.

Light Lunch and Coffee incl.

Topics include:

Introduction to ISO 9001

- ✓ What is a Quality Management System?
- ✓ Why ISO 9001?
- ✓ Business Process Flow
- ✓ Process Approach Model

The ISO 9001:2015 Structure

- ✓ Scope
- ✓ Normative Reference
- ✓ Terms and Definitions
- ✓ Context of the Organization
- ✓ Leadership
- ✓ Planning
- ✓ Support
- ✓ Operation
- ✓ Performance Evaluation
- ✓ Improvement

Auditing Practices

- ✓ What is Auditing?
- ✓ Definitions of Auditing
- ✓ Why Audit?
- ✓ What Makes a Successful Auditor?
- ✓ Types of Audits
- ✓ Phases of an Audit
- ✓ Writing a Nonconformity

Through the application of what she calls "practical magic" **SUSAN GORVEATTE**, has worked more than twenty 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 through the positive engagement of their workforce.

CUSTOMIZED IN-HOUSE TRAINING SESSIONS AVAILABLE!

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