XCELERATE TRAINING INSTITUTE

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AUDIT, COMPLIANCE AND GOVERNANCE

ISO 9001 Implementation and Internal Audit Training Course

Building, Running and Auditing an Effective Quality Management System

DURATION	LANGUAGE	FORMAT	COURSE CODE
5 days	English or Arabic	Classroom / Online	TTC-109

Upcoming dates

Dates	Venue	Format	Fee
18 – 22 Jan 2027	Madrid	Classroom	€4,800
22 – 26 Mar 2027	Manama	Classroom	€3,800
3 – 7 May 2027	Paris	Classroom	€4,800
12 – 16 Jul 2027	Singapore	Classroom	€5,500
20 – 24 Sep 2027	Amman	Classroom	€3,800
22 – 26 Nov 2027	Amsterdam	Classroom	€4,800

Register or ask a question

Online: x8ti.com/course/iso-9001-implementation-and-internal-audit-training-…

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ISO 9001 Implementation and Internal Audit Training Course

Introduction

ISO 9001 is the world's most widely used management system standard and is frequently required in tenders, supplier registrations and government excellence programmes. A well-designed quality management system improves customer satisfaction, consistency and efficiency.

This course explains the requirements of ISO 9001:2015 and how to implement them practically, then trains participants to plan and conduct internal audits, report findings and drive corrective action and continual improvement.

Learning Objectives

By the end of this course, participants will be able to:

- Explain the principles and structure of ISO 9001:2015
- Interpret each requirement of the standard
- Implement processes, documentation and risk-based thinking
- Plan and conduct internal quality audits
- Report nonconformities and manage corrective action
- Prepare for certification and continual improvement

Training Methodology

This course combines short expert presentations with practical exercises, case studies from the Gulf and international organisations, group discussions and work with real templates and tools. Participants are encouraged to bring examples from their own work so that the learning can be applied immediately.

Participants interpret the standard through workshops and conduct a role-played internal audit.

Benefits for Your Organisation

- Consistent quality and higher customer satisfaction
- Readiness for ISO 9001 certification
- Fewer errors, complaints and rework
- Trained internal auditors
- A culture of continual improvement

Benefits for You

- Detailed knowledge of ISO 9001:2015
- Practical internal audit skills
- Templates for documentation and audits
- Ability to support certification projects
- A widely recognised quality competence

Who Should Attend

This course is designed for:

- Quality managers and coordinators
- Internal auditors
- Process owners and department managers
- Excellence and performance teams
- Staff preparing for certification

Course Outline

Day 1: Quality Management Principles

- The seven quality management principles
- The ISO 9001 structure and process approach
- Context of the organisation and interested parties
- Leadership and quality policy
- Risk-based thinking

Day 2: Requirements of ISO 9001

- Planning and quality objectives
- Support: resources, competence and documented information
- Operation: customer requirements, design and suppliers
- Performance evaluation
- Improvement

Day 3: Implementing the QMS

- Gap analysis
- Process mapping and procedures
- Documentation that adds value
- Customer satisfaction measurement
- Implementation plan

Day 4: Internal Auditing

- Audit principles and ISO 19011
- Audit planning and checklists
- Conducting audit interviews
- Collecting objective evidence
- Role-played audit

Day 5: Findings and Improvement

- Writing nonconformity reports
- Root cause analysis and corrective action
- Audit reporting and follow-up
- Management review

- Preparing for certification

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Registration Form

ISO 9001 Implementation and Internal Audit Training Course

Preferred dates: ..... Venue or online: .....

Duration: 5 days Language: .....

Please complete and email this form to us, or register online. We confirm your place and send the invoice within one working day.

Delegate information

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Official email: ..... Personal email: .....

Company information

Company name: .....

Address: .....

City / country: ..... VAT / tax number: .....

Person responsible for training & development

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Email: .....

Payment

☐ Please invoice me ☐ Please invoice my company

Signature: ..... Date: .....

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