



CERTIFICATE

This is to certify that

ROSENARA DOS SANTOS CHAGAS

Registration 0006425, has successfully completed the following training conducted by Q Academy

Lead Auditor ISO 9001:2015
Quality Management Systems

Training Date: 20/09/2023 - 10/03/2024

Hourly schedule: 42 hours



Neifer França
Director - Q Academy

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Student:ROSENARA DOS SANTOS CHAGAS**Registration:** 0006425**Syllabus / Hourly schedule**

ABNT NBR ISO/IEC 17021:2016 - Conformity assessment	8 hours
ISO 19011:2018 - Guidelines for auditing management systems	8 hours
Introduction to management systems and ISO 9001:2015	8 hours
Auditing ISO 9001:2015 - Quality management systems	16 hours
Final exam	2 hours

ISO 19011:2018 - Guidelines for auditing management systems

Introduction to audit principles
Management of audit program
Ascertainment and interview techniques
Competence and auditors' evaluation

ABNT NBR ISO/IEC 17021:2016 - Conformity assessment - Requirements for bodies providing audit and certification of management systems

Certification x accreditation
Competence of auditors
Determination of objectives, scope and audit criteria
Conducting audits and communication during audit
Obtaining and verifying information
Identification and records of audit findings
Preparation of audit conclusions
Closing meeting and conclusions
Audit report and certification decision

Introduction to management systems and ISO 9001:2015

Concepts and quality management systems
Quality's gurus
Evolution of ISO 9001 and Annex SL
Quality principles
ISO 9001:2015 and attention points
ISO 9001:2015 - Quality management systems
Structure of ISO 9001:2015 and PDCA cycle

Auditing ISO 9001:2015 - Quality management systems

Auditing context of the organization and quality management systems
Auditing leadership and quality policy
Auditing management and planning of quality management systems
Auditing support and resources of quality management systems
Auditing operation of quality management systems
Auditing performance evaluation of quality management systems
Auditing improvement of quality management systems