



# CERTIFICATE

This is to certify that

**ANA PAULA MELO DA SILVA**

Registration 0006428, has successfully completed the following training conducted by Q Academy

**Lead Auditor ISO 9001:2015  
Quality Management Systems**

Training Date: 26/01/2023 - 10/03/2024

Hourly schedule: 42 hours



**Neifer França**  
Director - Q Academy

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**Student:**ANA PAULA MELO DA SILVA

**Registration:** 0006428

### 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