



# CERTIFICATE

This is to certify that

**ISABEL CRISTINA ARRUDA DA SILVA**

Has successfully completed the following training conducted by QMS Academy:

**LEAD AUDITOR ISO 9001:2015**  
**QUALITY MANAGEMENT SYSTEM**



  
NEIFER FRANÇA  
Director

Student: ISABEL CRISTINA ARRUDA DA SILVA

Registration: 0007743



Training: Lead Auditor ISO 9001:2015 - Quality Management System

Training Date: 14/10/2024 - 01/11/2024

Total Hours: 42 horas

Final Exam. 7.67

### Topics Addressed

ISO 19011:2018 - Guidelines for Auditing Management Systems

Introduction and auditing principles

Audit program management

Findings and interview techniques

Competence and evaluation of auditors

ABNT NBR ISO/IEC 17021:2016 - Conformity Assessment

Certification vs. Accreditation

International Conformity Assessment System

Auditor competence

Determination of audit objectives, scope, and criteria

Conducting audits and communication during the audit

Obtaining and verifying information

Identification and recording of audit findings

Preparation of audit conclusions

Closing meeting and conclusions

Audit Report and certification decision

Introduction to ISO 9001:2015 - Quality Management System

Concepts and Quality Management System

Quality Gurus

Evolution of ISO 9001 and the Annex SL

Quality Principles

ISO 9001:2015 and key points of attention

ISO 9001:2015 – Quality Management Systems

Structure of ISO 9001:2015 in the PDCA cycle

Auditing ISO 9001:2015 - Quality Management System

Auditing the organization's context and the quality management system

Auditing leadership and quality policy

Auditing the management and planning of the quality management system

Auditing support and resources in quality management

Auditing the operation of the quality management system

Auditing the performance of quality management

Auditing the improvement of the quality management system