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ALESSANDRA FIUZA HOELZ ALVAREZ

LEAD AUDITOR ISO 9001:2015

QUALITY MANAGEMENT SYSTEM

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Student: ALESSANDRA FIUZA HOELZ ALVAREZ

Registration: 0009750

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

Training Date: 29/11/2024 - 27/05/2025

Total Hours: 42 hours

Final Exam. 8.67

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 organizations 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

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