Garnet
Garnet Global Training Center

GGT-QE-120

Quality, Excellence & Customer Service

ISO 9001 Internal Auditor

المدقق الداخلي ISO 9001

Duration	Language	Formats	Hours	Level
5 or 10 days	**English or Arabic**	**Classroom, online, in-house**	**35 / 70**	**Intermediate (practitioner)**

Overview

ISO 9001 Internal Auditor focuses on how the work is actually done: the methods, checks and decisions practitioners use every day, illustrated with real cases from the region. Systems and methods that make performance consistent, measurable and better every year. It runs as a 5-day or 10-day program in English or Arabic, in classrooms in Dubai, Riyadh, Cairo, London, Istanbul and other cities, or live online, and can be delivered in-house.

What you will be able to do

- Apply the methods and standards of ISO 9001 Internal Auditor to real tasks.
- Follow safe, compliant and documented work practices.
- Avoid the mistakes that most often cause rework or failure.
- Share good practice with your team.
- Use the right tools, checks and calculations step by step.

Who should attend

Quality and excellence teams, process owners, auditors and customer service leaders. Practitioners with one to five years of experience benefit most.

Key topics

- Process mapping and standard work
- Measurement and statistical tools
- Audit planning and reporting
- Customer journey and feedback
- Excellence models and self-assessment
- Sustaining improvement

Formats and fees

5-day classroom	**USD 4,750**
5-day online	**USD 2,950**
10-day classroom	**USD 8,950**
10-day online	**USD 5,450**
In-house	**Quotation per group**

Fees per participant, excluding VAT.

Register or ask

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Email: info@garnettrainings.com

Training: training@garnettrainings.com

Web: garnettrainings.com

Sharjah Publishing City Free Zone, Sharjah, UAE

Certificate

Participants who attend at least 90% of sessions and complete the final assessment receive a certificate of completion stating 35 contact hours (5-day) or 70 contact hours (10-day).

5-day outline

Day 1 ISO 9001 Internal Auditor: principles and standards

- Audit planning and reporting
- Group discussion and peer review

Day 2 Methods and tools in practice

- Customer journey and feedback
- Excellence models and self-assessment

Day 3 Diagnosis and problem solving

- Sustaining improvement
- Measurement and reporting

Day 4 Quality, safety and documentation

- Process mapping and standard work
- Hands-on workshop on a workplace challenge

Day 5 Workshop, assessment and action plan

- Measurement and statistical tools
- Common mistakes and how to avoid them

10-day outline

Day 1 ISO 9001 Internal Auditor: principles and standards

- Audit planning and reporting
- Group discussion and peer review

Day 2 Methods and tools in practice

- Customer journey and feedback
- Excellence models and self-assessment

Day 3 Diagnosis and problem solving

- Sustaining improvement
- Measurement and reporting

Day 4 Quality, safety and documentation

- Process mapping and standard work
- Hands-on workshop on a workplace challenge

Day 5 Workshop, assessment and action plan

- Measurement and statistical tools
- Common mistakes and how to avoid them

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Regional and international case studies

Day 7 Digital tools, data and automation

- Analysis tools and software
- Using AI in this field

Day 8 Benchmarking against international practice

- Global performance benchmarks
- Checklists and templates to take away

Day 9 Capstone project

- Analyse a real challenge from your organisation
- Build the solution and implementation plan

Day 10 Presentations, final assessment and certificates

- Project presentations and review
- Final exam and certificate award

Schedule 2027–2030

Dates	Format	City	Language	Fee (USD)
12–16 Apr 2027	5-day classroom	Dubai	English	4,750
17–28 May 2027	10-day classroom	Istanbul	English	8,950
6–10 Jun 2027	5-day classroom	Doha	English	4,750
4–8 Oct 2027	5-day online	Live online	English	2,950
13–24 Mar 2028	10-day classroom	London	English	8,950
3–14 Apr 2028	10-day online	Live online	English	5,450
21–25 May 2028	5-day classroom	Riyadh	English	4,750
18–22 Sep 2028	5-day classroom	Geneva	English	4,750
11–15 Jun 2029	5-day classroom	Dubai	Arabic	4,750

Dates	Format	City	Language	Fee (USD)
20–31 Aug 2029	10-day classroom	Casablanca	English	8,950
19–23 Nov 2029	5-day classroom	Istanbul	English	4,750
17–21 Dec 2029	5-day online	Live online	English	2,950
18 Feb – 1 Mar 2030	10-day online	Live online	English	5,450
1–5 Apr 2030	5-day classroom	London	English	4,750
13–24 Oct 2030	10-day classroom	Manama	Arabic	8,950
15–19 Dec 2030	5-day classroom	Kuwait City	Arabic	4,750

Customised and in-house versions of this course are available on request. garnettrainings.com/en/customise/