

# ISO 18295 - Certified Lead Auditor

**Duration:** 4 days(32 Hours)

## **Course Outline:**

### **Module 1 - Introduction to ISO 18295 and Customer Contact Centre Standards**

- Overview of ISO and the purpose of ISO 18295
- Key definitions and concepts related to customer contact centres
- Structure and intent of ISO 18295-1 and ISO 18295-2
- Relationship between client organizations and contact centres
- The role of quality management and customer experience frameworks

### **Module 2 - Understanding ISO 18295-1 - Requirements for Customer Contact Centres**

- Scope and applicability of ISO 18295-1
- Key clauses and compliance requirements
- Service delivery principles and performance criteria
- Customer interaction quality and accessibility standards
- Complaint handling, escalation, and resolution processes
- Staff competence, training, and conduct expectations
- Infrastructure, data protection, and communication channel management
- Performance monitoring, reporting, and continual improvement

### **Module 3 - Understanding ISO 18295-2 - Requirements for Client Organizations**

- Overview and purpose of ISO 18295-2
- Defining roles and responsibilities of client organizations
- Managing outsourced and in-house contact centre relationships
- Service level agreements (SLAs) and measurable performance metrics
- Communication protocols between clients and contact centres
- Governance, data sharing, and customer data privacy requirements
- Ensuring compliance and performance consistency across providers

### **Module 4 - Auditing Principles and Methodology**

- Introduction to auditing concepts and ISO 19011 guidelines
- Types of audits (first-party, second-party, third-party)

- Auditor responsibilities and ethical considerations
- Planning and preparing for an ISO 18295 audit
- Developing audit checklists and sampling techniques
- Conducting effective opening and closing meetings

#### **Module 5 - Conducting an ISO 18295 Audit**

- Performing on-site and remote audits
- Interviewing personnel and observing operations
- Collecting and validating objective evidence
- Evaluating compliance with ISO 18295-1 and ISO 18295-2
- Identifying nonconformities and improvement opportunities
- Writing accurate and evidence-based audit findings

#### **Module 6 - Reporting, Follow-Up, and Certification Process**

- Preparing and presenting the audit report
- Communicating nonconformities and corrective actions
- Follow-up audits and verification of corrective measures
- Maintaining impartiality and confidentiality during audits
- Lead Auditor responsibilities in certification and re-certification
- Continuous improvement and professional development for auditors

#### **Module 7 - Case Studies and Practical Exercises**

- Real-world examples of customer contact centre audits
- Analysis of common compliance gaps and corrective actions
- Role-playing exercises for audit interviews and report writing
- Group discussions on client–contact centre alignment strategies