

ISO 18295 - Certified Lead Auditor



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The Certified Lead Auditor – ISO 18295 certification is designed for professionals who wish to develop the skills and knowledge required to audit and manage Customer Contact Centre operations in alignment with the ISO 18295 standard. This globally recognized standard focuses on enhancing service quality, improving customer satisfaction, and ensuring consistent, professional interactions between customers and service providers.

This certification program provides an in-depth understanding of both parts of the ISO 18295 standard — ISO 18295-1 for Customer Contact Centre requirements and ISO 18295-2 for Client Organization responsibilities. Participants will learn how to plan, conduct, report, and follow up on audits, ensuring that contact centres maintain compliance with performance, accessibility, and service delivery requirements outlined in the standard.

By achieving this certification, professionals demonstrate their ability to lead internal and external audits, identify areas for improvement, and promote continual enhancement within customer contact environments. The Certified Lead Auditor – ISO 18295 credential strengthens credibility and career prospects for auditors, quality managers, and consultants working within customer service, BPO, and call centre management sectors.

Target Audience

The Certified Lead Auditor – ISO 18295 certification is ideal for professionals involved in managing, auditing, or improving customer contact centre operations. It is specifically designed for individuals seeking to enhance their auditing expertise and ensure compliance with international service quality standards.

This program is highly suitable for:

Quality Managers and Auditors responsible for implementing or maintaining customer service standards.

Customer Contact Centre Managers and Supervisors overseeing daily operations, performance metrics, and service excellence.

Compliance Officers and Process Improvement Specialists seeking to align operations with ISO 18295 requirements.

Consultants and Trainers involved in quality management, customer experience (CX), or BPO operations.

Internal and External Auditors aiming to conduct first-party, second-party, or third-party audits against ISO 18295.

Client Organization Representatives managing outsourced contact centres and service delivery partners.

Whether working in an in-house contact centre, outsourcing environment, or customer experience consultancy, this certification equips professionals with the tools to audit, evaluate, and enhance service quality in line with ISO 18295-1 and ISO 18295-2 standards.

What Modules are covered?

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

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