

# Case Study: Demesne Electrical Sales Ltd – ISO 9001 Lead Auditor Training Success Story

theknowledgeacademy



## Corona Cashen

HR & Quality Manager  
Demesne Electrical Sales Ltd

## Why?

Corona Cashen, HR & Quality Manager at Demesne Electrical Sales Ltd, **wanted to expand her expertise in quality management** and auditing. She aimed to strengthen auditing capability and support ongoing quality improvement within the organisation.

## Solution

Corona chose **The Knowledge Academy** to complete the ISO 9001 Lead Auditor training due to its wide range of courses, flexible online delivery, and competitive pricing. The course provided a structured understanding of quality management systems and internal auditing practices.

## Experience

Corona described the training as **highly informative** and rated the course content **9 out of 10**. She highlighted the trainer's strong delivery and found the sessions clear and easy to follow. She also appreciated the smooth and user-friendly booking experience.

## Outcome

The training **enhanced Corona's ability to perform internal audits** and deepened her knowledge of ISO 9001 principles. It also contributed to more effective quality management practices across the company.

## Results

- **Quality of Course Content:** 9/10
- **Trainer Feedback:** Met expectations
- **Booking Experience:** Easy and user-friendly

## Client Testimonial



## Corona Cashen

HR & Quality Manager, Demesne Electrical Sales Ltd



“The training was very worthwhile, with clear delivery and easy-to-understand content. The booking process was straightforward and user-friendly, and the training was delivered effectively. The exam was achievable and aligned well with the learning. I would strongly recommend The Knowledge Academy for its quality training and smooth experience.”