



ISO 9001:2015 QUALITY MANAGEMENT SYSTEMS FOUNDATION TRAINING COURSE

COURSE CRITERIA

UPON COMPLETION OF THIS COURSE,
LEARNERS WILL BE ABLE TO:

- Explain the purpose and benefits of a QMS;
- Outline the structure and content of ISO 9001:2015 and its relationship with ISO 9000;
- Explain the specific quality management-related requirements of ISO 9001:2015.

Learners will need to demonstrate acceptable performance in these areas to complete the course successfully.

PRIOR KNOWLEDGE

Before starting this course, learners are expected to have the following prior knowledge:

- Management systems:
 - understand the Plan-Do-Check-Act (PDCA) cycle
- Quality management:
 - a basic knowledge of the concepts of quality management and the

relationship between quality management and customer satisfaction

- understand commonly used quality management terms and definitions, as given in ISO 9000.

COURSE CONTENT

SESSION 1: INTRODUCTION TO THE ISO 9000 SERIES OF MANAGEMENT SYSTEMS STANDARDS

- The need for and benefits of a QMS
- Management systems standards based on Annex SL
- ISO 9001:2015
- Overview of quality management
- ISO 9000 series of standards
- The process approach
- Structure of ISO 9001:2015
- Continual improvement based on the PDCA cycle
- Risk-based thinking
- Quality management principles

SGS ACADEMY

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COURSE DURATION: 1 day
DELIVERY METHODOLOGY: Face to Face
COURSE LANGUAGE: English
ACCREDITATION: CQI/IRCA

COURSE DESCRIPTION

This course is certificated by the Chartered Quality Institute (CQI) and International Register of Certificated Auditors (IRCA). CQI / IRCA Course Certification Number 17992-FD 116.

This course may be valuable as preparation for learners planning to complete other ISO 9000 series-based training courses, such as the QMS Lead Auditor the Internal QMS Auditor Training Course. This course does not address the skills of auditing although it is useful as an introduction to anyone involved in the development, implementation and management of a ISO 9001:2015.

Certified by:



SESSION 2: ISO 9001:2015: OVERVIEW AND CLAUSES 4 – 6

- The structure of ISO 9001:2015
- Scope of ISO 9001:2015
- Application of ISO 9001:2015
- Understanding the organisation and its context
- Understanding the needs and expectations of interested parties
- Determining the scope of the QMS
- Leadership and commitment
- Customer focus
- Quality policy
- Quality objectives
- Organisational roles, responsibilities and authorities
- Actions to address risks and opportunities
- Quality objectives and planning to achieve them

SESSION 3: ISO 9001:2015; CLAUSE 7

- Resources
- Competence
- Awareness
- Communication
- Documented information

SESSION 4: ISO 9001:2015: CLAUSE 8

- Operational planning and control
- Determination of requirements for products and services
- Design and development of products and services
- Control of externally provided products and services
- Production and service provision

SESSION 5: ISO 9001:2015: CLAUSES 9 – 10

- Monitoring, measurement, analysis and evaluation
- Internal audit
- Management review
- Nonconformity and corrective action
- Continual improvement

COURSE CERTIFICATION

Learners who pass the continuous assessment will be issued with a “Certificate of Achievement” that satisfies the formal training for an individual seeking certification as an CQI / IRCA internal auditor. The “Certificate of Achievement” is valid for a period of five years from the date of the last day of the course for certifying as an internal auditor with the CQI / IRCA.

Learners who do not pass the continuous assessment and have been in attendance for the full duration of the course will be issued with a “Certificate of Attendance”.