ISO 9001:2015
QUALITY MANAGEMENT SYSTEMS
INTRODUCTION TRAINING COURSE

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

- Explain the purpose and intent of the new series of management systems standards;
- Understand the application of the principles of quality management;
- Describe the revisions to ISO 9001:2015;
- Explain the relationships between the clauses of ISO 9001:2015.

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

COURSE CERTIFICATION
Learners who have been in attendance for the full duration of the course will be issued with a "Certificate of Attendance".

Learners undertaking the eLearnig version, will be required to complete the entire course and gain a pass mark of 80% or more in the final assessment. Upon successful completion learners will be able to download a certificate of completion.

PRIOR KNOWLEDGE
Before starting this course, it is recommended that learners have prior knowledge of:

- Management systems and understand the Plan-Do-Check-Act (PDCA) cycle;
- Knowledge of the concepts of quality management and the relationship between quality management and customer satisfaction;
- Commonly used quality management terms and definitions, as given in ISO 9000;
- The requirements of ISO 9001:2008.

COURSE CONTENT
SESSION 1: INTRODUCTION TO MANAGEMENT SYSTEMS STANDARD BASED ON ANNEX SL

- Quality management systems
- ISO 9000 series of Standards; process approach
- P-D-C-A cycle
- Risk-based thinking
- Quality management principles

SGS ACADEMY

- www.sgs.com/en/training-services
- www.facebook.com/sgsglobalacademy
- www.linkedin.com/showcase/sgsacademy
- train.global@sgs.com

COURSE DURATION: 1 day or 1 hour
DELIVERY METHODOLOGY: Face to Face & eLearning
COURSE LANGUAGE: English
ACCREDITATION: SGS

COURSE DESCRIPTION
The objective of this course is to provide lerarners with an overview of the purpose and requirements of ISO 9001:2015.

SGS

SESSION 2: ISO 9001:2015 CLAUSE 4

- Scope
- Application
- Context of the organisation
- Interested parties
- Determining the scope

SESSION 3: ISO 9001:2015 CLAUSES 5, 6, 7

- Leadership and commitment
- Policy
- Roles, responsibilities and authorities
- Resources
- People
- Infrastructure
- Environment
- Monitoring and measurement resources
- Organisational knowledge
- Competence
- Awareness
- Communication
- Documented information
- Creating and updating

SESSION 4: ISO9001:2015 CLAUSE 8

- Operational planning and control
- Determination of products and services
- Customer communication
- Design and development
- Control of externally provided products and services
- Production and service provision
- Identification and traceability
- Customer property
- Preservation
- Post-delivery activities
- Control of changes
- Release of products and services
- Control of nonconforming product

SESSION 5: ISO9001:2015 CLAUSES 9&10

- Monitoring, measurement, analysis and evaluation
- Customer satisfaction
- Analysis and evaluation
- Internal audit
- Nonconformity and corrective action
- Continual improvement

WHEN YOU NEED TO BE SURE

SGS