

# ISO 9001:2015 - QUALITY MANAGEMENT SYSTEMS - INTRODUCTION COURSE

As the leader in professional training, we draw on our years of worldwide experience to provide effective learning and development opportunities. We make a difference to individuals, teams and businesses, nurturing talent and enabling continuous organizational progression. Our specialists partner with course participants, identifying improvement objectives and supporting the professional journey.

## SGS ACADEMY

Web: [www.sgs.com/academy](http://www.sgs.com/academy)

 SGS Global Academy

**COURSE DURATION:** 1 day or 1 hour

**DELIVERY METHODOLOGY:** Face to Face & eLearning

**COURSE LANGUAGE:** English

**ACCREDITATION:** SGS

### CONTACT DETAILS:

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### COURSE DESCRIPTION

The objective of each Course is to provide participants with an overview of the purpose and requirements of ISO 9001:2015.

### COURSE OBJECTIVES

On completion of this course, delegates will have an awareness of:

- Explain the purpose and intent of the new series of management system 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.

### PRIOR KNOWLEDGE REQUIREMENTS

Before starting this course, it is recommended that participants 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; 9000 series of Standards;
- Process approach; P-D-C-A cycle;
- Risk-based thinking; quality management principles

#### 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 and 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 - ISO 9001: 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 - ISO 9001: 2015; Clauses 9 and 10

- Monitoring, measurement, analysis and evaluation;
- Customer satisfaction; analysis and evaluation; internal audit;
- Nonconformity and corrective action; continual improvement.

On completion of this course a certificate of attendance will be issued.