ISO 9001:2015 QUALITY MANAGEMENT SYSTEMS TRAINING COURSE ELEARNING BUNDLE

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LEARNING OBJECTIVES

BY THE END OF THIS BUNDLE, YOU WILL BE ABLE TO:

- Follow a systematic approach to establish processes that will improve quality and give customers confidence in the products and services you provide

- Incorporate the Plan-Do-Check-Act (PDCA) model and risk-based thinking into the management system processes so that you can address risks and make the most of any opportunities

- Create a culture where employees are encouraged to take an active role in consistently providing products and services that meet customer, statutory and regulatory requirements

- Use the quality management principles to improve customer satisfaction and raise quality awareness

- Successfully plan and implement a management system based on an ISO standard

- Manage the implementation and the project team using project management principles and techniques

- Ensure changes to processes and procedures are communicated and everyone is trained so they can support and contribute to the management system objectives

- Complete an objective evaluation of your organisation's current performance, to ensure the processes are in place and operating as intended

- Plan and prepare activities in readiness for the certification audit

- Plan an internal audit of a quality management system against ISO 9001:2015 in accordance with ISO 19011:2018 and ISO/IEC 17021-1 as applicable

- Verify that the organisation is compliant with its own policies, procedures and associated documents by using the auditing principles and process

- Report on the management systems effectiveness by gathering objective evidence and evaluating the extent to which the quality management system is being managed and continually improved

SGS ACADEMY

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COURSE DURATION: 180 minutes
DELIVERY METHODOLOGY: eLearning
COURSE LANGUAGE: English
ACCREDITATION: SGS

COURSE CERTIFICATION

The SGS certificate is available to download once you have achieved a pass mark of 80% or more in the final assessment of each course to complete the bundle.

You have 12 months access to this bundle, effective from the date of purchase.

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PRIOR KNOWLEDGE

No prior knowledge are required.

WHO SHOULD ATTEND

Anyone who requires knowledge of ISO 9001:2015 or needs to develop their skills in implementing or auditing a quality management system to improve products and services for their customers.

BUNDLE OVERVIEW

This bundle consists of 3 separate eLearning courses:

1. ISO 9001:2015 - Introduction
2. ISO 9001:2015 - Internal Auditor
3. ISO 9001:2015- Implementation

COURSE CONTENT INTRODUCTION - 60 MIN

- Introduction to quality management, background and relationship with other management system standards
- High level framework, clauses, process approach and risk-based thinking
- Process evaluation and improvement to control and reduce undesired effects from internal and external issues
- Planning for risk to ensure the management system will achieve its objectives
- Leadership commitment and responsibilities
- Support and what's needed for the management system to operate effectively
- Performance review and monitoring to identify any actions needed for the correction and continual improvement of the management system

COURSE CONTENT INTERNAL AUDITOR- 60 MIN

- Audit types and the principles of auditing
- Roles, responsibilities and competencies
- Planning, scheduling and preparing audit documents and activities
- Conducting the audit (verifying audit evidence against the audit schedule)
- Audit review (CAR's and opportunities for improvement)

COURSE CONTENT IMPLEMENTATION - 60 MIN

- Get buy-in and communicate the benefits
- Analyse the current business state
- Plan the implementation
- Design and document the system
- Steps to certification

WHEN YOU NEED TO BE SURE

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