



ISO 9001:2015 QUALITY MANAGEMENT SYSTEMS IMPLEMENTATION TRAINING COURSE

COURSE DESCRIPTION

Learn about the requirements of ISO 9001:2015 and how to plan for the implementation of the Quality Management System (QMS) in your organisation.

LEARNING OBJECTIVES

BY THE END OF THIS COURSE, 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

PRIOR KNOWLEDGE

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

- The concepts of quality management and its relationship to customer satisfaction
- Commonly used terms and definitions as provided in ISO 9000 quality management guidance and principles

WHO SHOULD ATTEND

Anyone who requires knowledge of the basics of ISO 9001:2015 and needs to understand how to implement the management system within their organisation.

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COURSE DURATION: 120 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 to complete the course.

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

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COURSE OVERVIEW

This course consists of two separate eLearning modules:

1. ISO 9001:2015 - Introduction - 60 min
2. ISO 9001:2015- Implementation- 60 min

COURSE CONTENT MODULE 1

- 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 MODULE 2

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