



ISO 9001:2015 QUALITY MANAGEMENT SYSTEMS INTRODUCTION TRAINING COURSE

COURSE DESCRIPTION

Learn about the purpose and requirements of ISO 9001:2015 so that you can implement, manage and improve QMS in your organisation.

LEARNING OBJECTIVES

BY THE END OF THIS COURSE, YOU 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.

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

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.

COURSE CONTENT

- 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

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COURSE DURATION: 60 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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