



ISO 9001:2015 QUALITY MANAGEMENT SYSTEMS IMPLEMENTATION TRAINING COURSE

COURSE CRITERIA

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

- Interpret the fundamentals of a quality management system;
- Interpret the changes and structure of ISO 9001:2015;
- Interpret and apply the requirements of ISO 9001:2015 Clauses 4 – 10;
- Apply the implementation requirements of ISO 9001:2015.

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

PRIOR KNOWLEDGE

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

- Management systems:
 - understand the Plan-Do-Check-Act (PDCA) cycle;
- Quality management:
 - a basic knowledge of the concepts of quality management and the relationship between quality management and customer satisfaction;

- Understand commonly used quality management terms and definitions, as given in ISO 9000.

COURSE CONTENT

SESSION 1: INTRODUCTION TO QUALITY MANAGEMENT

- Formal quality management systems
- Benefits of a good QMS
- Development of the ISO 9000 series of standards
- Models of ISO 9000
- QMS – Fundamentals and Vocabulary

SESSION 2: CHANGES AND STRUCTURE

- The structure of ISO 9001
- Clauses, scope, application and compatibility of ISO 9001
- Process approach
- PDCA
- Annex A

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COURSE DURATION: 2 days
DELIVERY METHODOLOGY: Face to Face
COURSE LANGUAGE: English
ACCREDITATION: SGS

COURSE DESCRIPTION

The objective of this course is to provide learners who have an existing basic knowledge of, or experience in, quality management with an understanding of the management systems approach and the requirements of ISO 9001:2015.

This course also provides learners with an overview of the purpose and requirements of ISO 9001:2015 as a tool for business improvement. However, this Course does not address ISO 9001:2015 in detail.

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SESSION 3: INTERPRETATION OF CLAUSES 4 – 10

- Documented information
- Documents and records required
- Context of organisation
- Leadership
- Planning
- Support
- Operation
- Performance evaluation
- Improvement

SESSION 4: IMPLEMENTATION GUIDANCE FOR ISO 9001:2015

- Correlation matrices
- Risk-based thinking, PDCA and the process approach
- Process approach in ISO 9001:2015
- Gap analysis / transition

COURSE CERTIFICATION

Learners who attend the full duration of the course will be issued with a certificate of attendance.