



ISO 9001 Quality Management System (QMS)

Introduction

In today's fast paced environment, customers are more demanding and the competition more intense. Delivering quality products and services is more crucial than ever for survival and long-term success. Having an internationally recognized quality management system (QMS) allows you to enhance organizational performance, increase customer satisfaction and gain a competitive edge. You will identify the structure and requirements of an effective QMS and what this means for you. You will gain a thorough understanding of the history and development of ISO 9001:2015, key terms, definitions and the ISO standardized high level structure. You'll learn to interpret and apply the key concepts and principles of the standard to existing processes within your organization. This course will make you obtain a detailed understanding of the key terms, definitions and requirements of ISO 9001:2015 and how the standard can help your organization to better meet customer needs. Quality management system ISO 9001 protects brand image and company reputation, improves relationship with contractors and suppliers and helps in better supply chain management. ISO 9001 also provides confidence to company stake holders, its investors and promotes customer-focused work environment. Implementing a QMS will motivate staff by defining their key roles and responsibilities. Cost savings can be made through improved efficiency and productivity, as product or service deficiencies will be highlighted.

This course enables participants to develop the necessary expertise to audit a Quality Management System (QMS) based on ISO 9001:2015 and ensure that the organization is competent in maintaining its quality management system. The Lead Auditor training will equip participants with the skills and ability to perform audits by applying widely recognized audit principles, procedures and techniques. During this training, the participant will acquire the necessary knowledge and skills to proficiently plan and perform internal and external audits in compliance with ISO 19011; the certification process according to ISO 17021. The participant will develop the skills (mastering audit techniques) and competencies (managing audit teams and audit program, communicating with customers, conflict resolution, etc.) necessary to efficiently conduct an audit. This course addresses the common challenges for implementing a QMS. The participants will learn how to bring the necessary discipline and control to their operations with strategies to identify problems, assign resources and evaluate the effectiveness of the system. ISO 9001 is the internationally recognized quality management system (QMS) standard that can benefit any size organization. Designed to be a powerful business improvement tool, ISO 9001 quality management certification can help you to know about:



- Continually improve, streamline operations and reduce costs
- Win more business and compete in tenders
- Introduction to the ISO 9001 standard and its requirements
- Introduction to management systems and the process approach
- General requirements: presentation of the clauses 4 to 8 of ISO 9001
- Implementation phases of the ISO 9001 standard
- Conducting an ISO 9001 audit
- Satisfy more customers
- Be more resilient and build a sustainable business
- Show you have strong corporate governance
- Work effectively with stakeholders and your supply chain
- Realize importance and benefits of an ISO 9001 QMS
- Know key requirements, terms and definitions of ISO 9001
- Structure of ISO 9001:2015, which incorporates the Annex SL common framework for management system standards
- Understand main concepts such as risk-based thinking, process approach, Plan-Do-Check-Act, and the 7 management principles

Who Should Attend?

Managers, Team Leaders, Line Managers, Superintendents, OE Champions, Quality and Project Managers, Supervisors, Executives, Internal and External Auditors, Members of IT Team, Health & Safety Managers, Risk Managers, Business Process Owners, Business Finance Managers, Business Risk Managers, Regulatory Compliance Managers, Project Managers, Continuity, Risk, Quality, IT and Environmental Managers, Anyone involved in the system development, implementation and maintenance, Regulatory Affairs Managers, Consultants, Professionals wanting to gain preliminary knowledge of the main processes of a Quality Management System (QMS), Staff involved in the implementation of the ISO 9001 standard, Staff involved in operations related to Quality Management

Course Objectives:

By the end of this course, delegates will be able to:

- Be familiar with ISO 9001 QMS's management
- Understand the requirements and intent of the ISO 9001 standard
- Learn how to analyze your business needs and develop an implementation plan around them
- Create a quality culture and knowing how to assure and audit for quality
- Identify the key requirements and benefits of ISO 9001:2015
- Manage quality and drive continual improvement



- Take steps to ensure that quality is at the heart of your organization
- Attract and retain customers by meeting their current and future needs better
- Understand the implementation of a quality management system in accordance with ISO 9001
- Understand the relationship between a quality management system and compliance with the requirements of different stakeholders of the organization
- Know the concepts, approaches, standards, methods and techniques allowing to effectively manage a quality management system
- Acquire the necessary knowledge to contribute in implementing a quality management system (QMS) as specified in ISO 9001

Course Outline:

- Introduction to ISO 9000
- Quality management principles
- The process approach to customer satisfaction
- Continual improvement tools & techniques
- Interpreting the ISO 9001 requirements
- The ISO 9001 certification process
- Applying ISO 9001 for continual improvement
- Management system documentation
- QMS documentation requirements
- Development of flow-diagrams and process map
- Development management system policies and manual
- Fundamentals of auditing (ISO 19011)
- Audit principles, preparation and launching of an audit
- Fundamental audit concepts and principles
- Audit approach based on evidence and risk
- Initiating the audit
- Preparing the stage 2 audit (on-site audit)
- Skills/responsibilities
- Planning and preparation
- Internal audit checklist production
- Process-based auditing techniques (how to gain objective evidence)
- Auditing behavior (how to ask the questions)
- Managing a QMS internal audit program/schedule
- Classification and documentation of audit findings
- Implementing and following-up corrective actions
- Closing the audit
- Evaluating action plans by the auditor
- Beyond the initial audit
- Managing an internal audit program
- Competence and evaluation of auditors