



# ISO 29001 Quality Management System (QMS) Oil & Gas Industry

## Introduction

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ISO/TS 29001 defines the quality management system requirements for the design, development, production, installation and service of products for the petroleum, petrochemical and natural gas industries. ISO/TS 29001 defines the quality management system requirements for the design, development, production, installation and service of products for the petroleum, petrochemical and natural gas industries. Developed as a direct result of a partnership between ISO and the international oil and gas, ISO 29001 specifically focuses on the oil and gas supply chain. The ISO/TS 29001 standard is based on ISO 9001 and incorporates supplementary requirements emphasizing defect prevention and the reduction of variation and waste from service providers. These requirements have been developed separately to ensure that they are clear and auditable. They also provide global consistency and improved assurance in the supply quality of goods and services from providers. This is particularly important when the failure of goods or services have severe ramifications for the companies and industries involved. This standard is for all organizations working within the oil and gas industry supply chain. This course provides an introduction to the development, implementation and operation of a quality management system (QMS) for the product and service supply organizations in the petroleum, petrochemical and natural gas industry.

This course enables the participants to learn about the best practices for implementing and managing a quality management system (QMS) for oil and gas industry as specified in ISO/TS 29001:2010. The participants will learn the different components of the management system, including the quality manual, required procedures, records, performance measurement, management's commitment, internal audit, management review and continual improvement. This course enables participants to develop the necessary expertise to audit an organization in implementing and managing system of petroleum, petrochemical and natural gas industries, sector specific for product and service supply organizations based on ISO/TS 29001:2010. During this course, the participant will acquire the necessary knowledge and skills to



proficiently plan and perform internal and external audits in compliance with the certification process of the ISO 19011 and ISO 17021 standards. The participants 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.

## Who Should Attend?

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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, Anyone who is involved in ISO standards, Professionals wanting to gain a comprehensive knowledge of the main processes of Quality Management System (QMS) for Oil and Gas industry, Staff involved in the implementation of the ISO/TS 29001 standard, Expert advisors in Quality Management, Oil and Gas Equipment Manufacturers, Oil and Gas Company Personnel, Managers responsible for implementing QMS

## Course Objectives:

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

- Understand the fundamentals of quality management in oil and gas industry
- Know the interrelationships between ISO/TS 29001 and the other quality standards
- Know the key components of a quality management system (QMS) in accordance with ISO/TS 29001
- Learn the concepts, approaches, standards, methods and techniques allowing to effectively manage QMS
- Understand the relationship between quality management system and compliance with the requirements of different stakeholders of the organization
- Understand the stages of the ISO/TS 29001 certification process



- Acquire expertise to perform ISO/TS 29001 internal audit following ISO 19011 guidelines
- Acquire the expertise to perform ISO/TS 29001 certification audit following ISO 19011 guidelines and ISO 17021 specifications
- Acquire the expertise necessary to manage QMS audit team in oil and gas industry
- Understand the operation of ISO/TS 29001 conformant quality management system
- Understand the relationship between quality management system and compliance with the requirements of different stakeholders of the organization
- Improve the ability to analyze the internal and external environment of an organization, and audit decision-making in the context of QMS of oil and gas industry
- Gain your license to trade to increase contracts and prospects
- Demonstrate your commitment to industry best practice to stakeholders
- Improve the way you manage risk and improve performance
- Streamline your operations to improve quality and reduce waste
- Better communication and regular assessment leads to continual improvement
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## Course Outline:

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- Introduction to quality management system of petroleum, petrochemical and natural gas industries
- Introduction to the ISO/TS 29001 family of standards and other framework related to quality
- Introduction to management systems and the process approach
- Fundamental principles of quality management
- General requirements: presentation of the clauses 4 to 8 of ISO/TS 29001
- Normative frameworks and methodologies related to Quality
- Fundamental principles of quality
- ISO/TS 29001 certification process
- Quality management system (QMS)
- Detailed presentation of the clauses 4 to 8 of ISO/TS 29001
- Planning and initiating ISO/TS 29001 audit
- Fundamental audit concepts and principles
- Audit approach based on evidence



- Preparation of ISO/TS 29001 certification audit
- QMS documentation audit
- Conducting an opening meeting
- Conducting ISO/TS 29001 audit
- Communication during the audit
- Audit procedures: observation, document review, interview, sampling techniques, technical verification, corroboration and evaluation
- Audit test plans
- Formulation of audit findings
- Documenting nonconformities
- Concluding and ensuring the follow-up of ISO/TS 29001 audit
- Audit documentation
- Quality review
- Conducting a closing meeting and conclusion of ISO/TS 29001 audit
- Evaluation of corrective action plans
- ISO/TS 29001 Surveillance audit
- ISO/TS 29001 Internal Audit management program
- Implementing requirements from ISO/TS 29001:2010 and Certification Exam
- Implementation phases of the ISO/TS 29001 framework
- Continual improvement of quality
- Conducting an ISO/TS 29001 certification audit
- Roles and responsibilities of internal QMS auditor
- Abilities and characteristics of an internal QMS auditor
- Effective auditing techniques
- Process auditing
- How to plan, conduct and report internal QMS audits
- Corrective/preventive action in internal QMS audits