

3-DAY TRAINING

IMPLEMENTING & MAINTAINING ISO 9001:2015



Quality happens through people

SUMMARY

This course is designed to provide organisations wishing to implement ISO 9001:2015 with an understanding of the requirements of the standard and the need for continual improvement through the application of the PDCA cycle. The course content is supported by exercises and case studies to re-enforce the learning material.

REQUIREMENTS

No prior learning is required, although a one-day Introduction/overview of ISO 9001:2015 course is recommended.

WHO SHOULD ATTEND?

This course is ideal for Quality Managers, Quality Coordinators and Compliance Managers. Any person who is responsible for implementation and/or maintenance of the QMS will greatly benefit from this course.

OUTCOMES

The delegate will gain an understanding of:

- The seven quality management principles
- The PDCA cycle
- The role of leadership
- How to conduct the management review meeting
- Planning requirements to achieve quality objectives
- Supporting processes
- Operational control requirements: Operational planning and control, Production and service provision control, Design and development of products and services, Control of externally provided processes, products and services, Release of products and services and the control of nonconforming outputs
- Performance evaluation requirements and guidance on how to plan for monitoring and measurement and conduct internal audits
- Improvement requirements including requirements for corrective action and continual improvement



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